

# You're Supported by the Right People

Our VIP support program gives you the flexibility to leverage the multiple benefits of our services but still remain focused on your core business.



## Fast and Reliable Response

When a problem occurs, you need a fast response. You can expect a 40-second average response time, 24 hours a day, 365 days a year, by phone, email or chat.

## French & English Support, All Year Round

With a North American-based technical support team, you will receive bilingual 24/7/365 support for all your questions.

## Outstanding Customer Support

The Net Promoter Score (NPS) is an indicator of our customers' loyalty and satisfaction. Our result is 70+ on average... which is great!

## Experienced Technicians

Our support teams are extensively trained and equipped to answer any problems or questions you may have regarding your services. Many of them are Microsoft-certified.