

CCH Tagetik Support




Customer Service is in our DNA

When it comes to CPM, what do you want to achieve? Whatever it is, our team of expert consultants will get you there. Fully versed in best practices, IT needs and, of course, CCH Tagetik, our team of consultants is ready to help. Our support team is committed to maintaining the highest level of customer satisfaction. With industry specific knowledge and extensive training in financial applications, our services team collaborates with you to tackle everything from small user inquiries to complicated technical requests so you experience the highest level of customer satisfaction no matter the complexity of your inquiry.

CCH TAGETIK SUPPORT

Whether you choose to deploy CCH Tagetik on-premises or on the cloud, all customers have standard support included in the annual maintenance fee. This includes:



The graphic for on-premise support features a central server rack icon with the CCH Tagetik logo below it. Surrounding the server are various business icons: a pie chart, a bar chart, a hand holding coins, and a document with a checkmark. The background is a light green gradient.

ON-PREMISE

- eSupport portal for Reporting Issues
- Unlimited bug fixing
- Free download of latest version of the software
- Access to the CCH Tagetik Library and Question & Answer online help (knowledge base, FAQs, and community forums).
- A global network of certified partners will directly support you locally in your local language



The graphic for on-cloud support features a central white cloud icon with the CCH Tagetik logo inside it. Surrounding the cloud are various business and cloud-related icons: a dollar sign, a bar chart, a hand holding coins, and a circular refresh icon. The background is a blue gradient.

ON CLOUD

- eSupport portal for Reporting Issues
- Security Access control and certificates
- Updates and upgrades
- Data backup, restore and disaster recovery
- Infrastructure performance fine-tuning
- Access to the CCH Tagetik Library and Question & Answer online help (knowledge base, FAQs, and community forums).
- A global network of certified partners will directly support you locally in your local language

“Tagetik was chosen for its unified solution and strong functionality that supports complete control and management of business performance as well as the knowledge and proficiency shown by their consultants during our selection process.

From the sales cycle through design, implementation and post go-live support, Tagetik has been 100% dedicated to ensuring our success.

For Bolton, no other vendor could cost-effectively match the value and benefits that Tagetik has delivered.”

Luigi Siliprandi

Managing Director, Bolton Service SPA

Why CCH Tagetik?

Finance Owned: Purpose built to be maintained by Finance, reducing dependency on IT.

Unified CPM Solution: Consolidation, Planning and Reporting in one solution.

Reliability: Our implementors consistently deliver.

Cloud without Compromise: On premise. On cloud. One solution. The choice is yours!

Advanced Support

We offer Advanced Support to meet your needs:

- Advice and support for new (or upgrade) installations
- Application ‘troubleshooting’ to identify possible causes of low performance or errors
- Advice on software configuration in order to optimize its performance
- Advice on software reconfiguration in case of infrastructure changes by end user

Service Level Agreement (SLA)/Escalation:

Customers can choose to add our SLA/Escalation service to their Standard Support package so in the event that you need to escalate a case, our senior technical staff is immediately available to help bring your issue to a close. With this support package our technical staff can also report a problem up to the Chief Technical Officer level.

Please speak to your account representative to find out more information.

Contacts and Resources

CCH Tagetik provides many ways to contact us:

- Contact us by Email at support@tagetik.com
- Access our eSupport Portal at <https://support.tagetik.com>

Community is our portal to keep you up to date on the latest product information and to get answers to your questions.

Library

- Search for latest documentation and resources in [Our Library](#)

Community

- Ask your questions and interact with your peers in the [Q&A area](#)

Learn more about CCH Tagetik Support

or sign up for a personalized demo at:

www.tagetik.com/resources/demo

About Wolters Kluwer | CCH Tagetik

Wolters Kluwer enables finance, legal, tax, and healthcare professionals to be more effective and efficient. We provide information, software, and services that deliver vital insights, intelligent tools, and the guidance of subject-matter experts. We understand the complex challenges that face the Office of the CFO and translate that knowledge into intuitive, enterprise-scale CCH® Tagetik performance management software solutions that drive business results. With over 180 years’ experience in the markets we serve, Wolters Kluwer is lifting the standard in software, knowledge, tools and education.