

QuadraReactTechnicalSupport



Quadra Solutions has many years of experience in design and engineering. With this experience comes the knowledge of what our customers want from us. The software and services we provide are designed to deliver return on investments, significant increases in efficiency, decreased concept to market time and to aid in the overall streamlining of daily processes.

Quadra React Technical Support (QRTS) has been designed with your needs and expectations in mind. With several service levels and flexible options, you are able to choose the level of support that fits your specific business requirements. We provide the support you need, when you need it and in the way you need it. Either by phone, email, through the web or in person.



Help & Information

On demand, in the style that suits you

- >Dedicated telephone and email helpdesk manned Monday to Friday, 8.30am-5.15pm
- >Interactive screen sharing technology and remote access
- >Regular user bulletins, downloadable updates and product demos
- >Access to regular Quadra Webinars giving technical updates, best practices, tips and tricks
- >Priority email notification of all the latest hot fixes and service packs
- >User group meetings which provide an open forum for you to exchange information.

Fast Response Times

Reduce design downtime

- 95% of all calls are responded to within two hours
We track and measure
- >Telephone response rates
 - >QRTS support log closure times
 - >Support engineer competencies
 - >Call escalation rates
 - >Customer satisfaction.

Technical Expertise

The right people with the right knowledge

Quadra continually invests in training and skills development of our engineers to ensure they are armed with the knowledge and capabilities to solve a vast array of problems. No other CAD vendor has the breadth of experienced mechanical and PCB application specialists. Our engineers have many years of practical industry experience within the design engineering environment.



Cost Savings & ROI

The major factor in business decisions

- >Reduced resource downtime
- >Maximise your investment in technology
- >Discounted rates on all call outs
- >Remote system maintenance, reducing call outs
- >Faster resolution of problems
- >Reduced concept to market time
- >Significant discounts on training.

| | Bronze | Silver | Gold | Platinum | Data | IT Support |
|---|---------|---------|----------|-----------|-----------|------------|
| Maximum Response Time | 4 Hours | 2 Hours | 1 Hour | 1 Hour | 1 Hour | 2 Hours |
| CAD Seats Covered | 5 | 10 | 20 | Unlimited | Unlimited | N/A |
| Training Discounts | 5% | 7.5% | 10% | 12% | N/A | N/A |
| Access to Hotline Telephone Support | ● | ● | ● | ● | ● | ● |
| Quadra Webinars | ● | ● | ● | ● | ● | ● |
| Online Customer Service Portal | ● | ● | ● | ● | ● | ● |
| Priority Email Service Pack & Hotfix Notification | ● | ● | ● | ● | ● | ● |
| Annual User Conference | ● | ● | ● | ● | ● | ● |
| Access to Installation Telephone Support | | ● | ● | ● | ● | ● |
| Remote Interactive Web Based Technical Support | | ● | ● | ● | ● | ● |
| Inclusive Health Check Visits | | | | ● | ● | |
| Inclusive Onsite Hours | | | 16 Hours | 40 Hours | 16 Hours | |



For further information on QRTS you can:

1. Call 01254 301 888 and speak to a Technical Sales Engineer
2. Email sales@quadrasol.co.uk
3. Visit www.quadrasol.co.uk/qrts-direct



Why take our word for it >>>



BML - Brendan Lomas - Managing Director

“QRTS technicians have proved to be a valued business partner. The telephone support offers excellent value for money and the option of using web-based support makes problem resolution even easier and quicker; with no costly call out! We recently had an issue with the position of parts constrained on a frame, with the help of QRTS we isolated the problem and were able to continue the design. I would definitely recommend Quadra Solutions and QRTS and have already done so. QRTS lets me get on with designing my products, secure in the knowledge that any problems will be promptly resolved.”

Proline Engineering - John Isherwood - Designer

“We encountered some critical problems whilst creating a frame generator and with the pressure to get the problem solved I called the technical support team at Quadra. They recommended a change in some working practices, cured some problems, and acknowledged some difficulties which we are now working around/with. As the pressure increased in this situation, the technical support team’s calming nature and professional responses were very much appreciated and without their help I would not have been able to complete the project on time. Quadra React Technical Support have provided all the information and support when I needed it and dealt with any issues we had in a very professional manner. I personally would recommend Quadra’s technical support to any design team needing to complete design projects to tight deadlines as they really know what they are talking about.”

Goss International - Neil Porter - Designer

“We had a critical problem migrating files in a new vault release which stopped us working completely. It was an obscure problem but QRTS found the answer and sourced a utility for us to automate the file renaming needed. The technical support service has always been good and I would recommend the service to anyone. The technical expertise at Quadra is solid and dependable.”

Contact us

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