

# Technical Support Guide

**CenTrak Support:**  
Empowering Your Journey to Healthcare Excellence

## Welcome to CenTrak Technical Support

Thank you for choosing CenTrak as your trusted partner in delivering innovative healthcare solutions. We are committed to ensuring your success and maximizing the value of your investment. CenTrak's solutions are built to empower healthcare organizations with smarter, safer, and more efficient operations—and our support team is here to help you realize that vision every step of the way.

Whether you're navigating product setup, troubleshooting an issue, or seeking optimization advice, **CenTrak Support** is your dedicated partner in achieving healthcare excellence.

## Our Commitment to You

At CenTrak, support is more than a service—it's a promise. Our experienced and passionate support technicians work diligently to ensure you receive timely, expert assistance, helping your team stay focused on what matters most: delivering exceptional patient care.

We are here to ensure your systems operate smoothly, your staff feel confident, and your organization continues to thrive.

## How to Get Support

We've made it easy to connect with CenTrak Technical Support in the way that works best for you:



### Support Portal - Your Central Hub

The **CenTrak Support Portal** is the most effective way to submit and manage support requests. Through the portal, you can:

- Log new support cases with detailed context
- Track the real-time status of open cases
- Update tickets with new information
- Review your case history and generate support reports

This streamlined experience ensures fast triage and expert response from the right technical specialists.



### Phone Support - For Critical Needs

For urgent, high-impact issues, our phone support offers direct access to a CenTrak support technician. If your case is not deemed critical, a ticket will be created and prioritized according to our standard service-level commitments.

## Support Service Tiers

Support services are aligned with your Service Maintenance Agreement (SMA) level, offering flexibility to match your organization's specific needs:

Support Services	No Active SMA	Essential	Advanced	Premium
Knowledge Center	✓	✓	✓	✓
Support Portal Access	✓	✓	✓	✓
24/7 Critical Support		✓	✓	✓
24/5 Case Support - All Severities			✓	✓
24/7 Case Support - All Severities				✓
Priority-based Response SLAs		✓	✓	✓

## Understanding Case Priority

To ensure the most efficient support experience, we classify cases by severity to align resources and response time accordingly:

Priority	Description
Critical	Complete system outage or 100% network failure
Medium	Degraded system performance affecting workflows, but not halting operations
Low	Minor inconvenience with no significant operational impact

Support technicians will review each case and adjust severity if needed to reflect the true business impact.

## Defect Reporting & Product Feedback

Your feedback drives continuous improvement. When a potential defect is reported, our support team logs and elevates it for internal evaluation. Each issue is reviewed by CenTrak's development team and prioritized based on the **priority level assigned in the support case** and the **technical severity of the issue as assessed by engineering**. This ensures we address the most critical needs while aligning with our product roadmap.

## What is an Escalation?

An escalation is a formal process used to raise the urgency, visibility, and priority of a support case when standard support channels are not sufficient to address the issue. It ensures that appropriate resources, including leadership, are engaged to drive resolution.

At CenTrak, we take escalations seriously and treat them as high-priority matters. You should escalate a case when:

- A production system is down or a go-live is at risk
- A support case is not progressing or receiving adequate attention
- There is a significant business or clinical impact requiring leadership awareness

**To escalate a case, you may:**

- Contact your assigned CenTrak Support Technician
- Reach out to your Customer Success Manager (CSM)
- Notify any CenTrak representative you are working with — they will initiate the appropriate escalation process on your behalf

We are committed to timely, transparent resolution of escalated cases and ensuring you receive the support needed when it matters most.

## Partnering for Long-Term Success

CenTrak Support isn't just about fixing problems—it's about preventing them, educating your teams, and strengthening your operations. With proactive tools, expert guidance, and personalized care, we help you optimize every phase of your CenTrak journey.

### Stay Empowered with Helpful Resources



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Let's build the future of healthcare together.