



HOW TO GET IN CONTACT WITH CIT'S CUSTOMER SUCCESS TEAM



Our Customer Success Team is dedicated to ensuring your satisfaction and helping you make the most of our products and services. In this guide, we will outline the various ways you can get in touch with our team for assistance.

WHO IS THE CIT CUSTOMER SUCCESS TEAM?

Our Customer Success Team is here to help you with any questions or concerns you may have. We offer a variety of contact options to ensure that you receive the support you need in a timely and efficient manner.

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SERVICES OFFERED BY THE CUSTOMER SUCCESS TEAM

MANAGING YOUR INQUIRIES

Our team is committed to addressing your questions and concerns promptly and efficiently. Whether you need help with a specific issue or have a general question, we're here to help.

QUOTING HARDWARE & SOFTWARE

We can provide you with accurate quotes for the hardware and software you need, ensuring that you make informed decisions about your technology investments.

ASSISTING WITH INVOICE & PURCHASE ORDER QUESTIONS

Our team can help you with any questions related to your invoices and purchase orders, including payment terms, order status, and tracking information.

WORKSTATION HARDWARE REQUESTS

We can provide quotes for new or replacement desktops, laptops, and monitors, ensuring that you have the right equipment to meet your business needs.

MICROSOFT 365 & ADOBE LICENSING REQUESTS

Our team can assist you with your Microsoft 365 and Adobe licensing needs, making sure that you have the right licenses for your organization.

CHECKING FOR UPDATES ON PURCHASE ORDERS/TRACKING DETAIL

We can provide you with timely updates on your purchase orders, including tracking details, so you always know the status of your orders.

RENEWALS

When it comes to renewals, we understand that staying up to date with technology is crucial for your business's growth and success. That's why our team offers dedicated support and assistance throughout the renewal process.

UPDATES TO COMPANY INFORMATION

Our team can help you with any changes to your company information, such as adding or editing users, updating your address, and more.

GENERAL QUESTIONS & SUPPORT

If you have any other general questions or need assistance, our Customer Success Team is here to help or direct you to the appropriate team within our organization.

CUSTOMER SUCCESS TEAM SUPPORT CHANNELS

EMAIL SUPPORT

You can reach our Customer Success Team via email at success@cit-net.com. Our team will respond to your inquiry within 24 hours during business days. Please provide as much detail as possible in your email.

PHONE SUPPORT

For immediate assistance, you can call our Customer Success Team at **651.255.5795**. Our phone support is available **Monday through Friday, from 8:00 AM to 5:00 PM CST** excluding holidays. Please have any relevant information ready when you call.

CONTACTING THE CUSTOMER SUCCESS TEAM

To ensure efficient and effective communication with our Customer Success Team, it's helpful to have relevant information ready when you call or email us. Below is an outline of the information you should prepare based on the services we provide:

MANAGING YOUR INQUIRIES

- A clear description of your question or concern
- Any relevant account numbers, order numbers, or invoice numbers
- Any relevant screenshots or error messages (if applicable)

QUOTING HARDWARE & SOFTWARE

- A list of the specific hardware or software you need quotes for
- Any special requirements or preferences (e.g., brand, model, features)

ASSISTING WITH INVOICE & PURCHASE ORDER QUESTIONS

- Invoice or purchase order number
- Specific questions or concerns related to the invoice or purchase order

WORKSTATION HARDWARE REQUESTS

- Type of hardware needed (e.g., desktop, laptop, monitor)
- Any specific requirements or preferences (e.g., brand, model, features)
- Quantity needed

MICROSOFT 365 & ADOBE LICENSING REQUESTS

- Number of licenses needed
- Type of licenses (e.g., Microsoft 365 Business Standard, Adobe Creative Cloud)
- Any additional information about your organization's licensing needs

CHECKING FOR UPDATES ON PURCHASE ORDERS/TRACKING DETAILS

- Purchase order number
- Date of order placement
- Any specific questions or concerns related to the order status or tracking details

RENEWALS

- Current product/service details: Include contract or license expiration date.
- Specific renewal needs: Determine if additional hardware or software is required.
- Questions or concerns: Note any issues you want to address during the consultation.
- Company information updates: Prepare relevant details for changes to company information.
- Billing information: Review payment terms, billing cycle, and payment method.
- Microsoft 365 and Adobe licensing information: Provide license numbers, versions, and specific requirements, if necessary.
- Purchase order details: Verify purchase order information, including quotes, pricing, and discounts.

UPDATES TO COMPANY INFORMATION

- Current company information on file
- Specific changes needed (e.g., adding or editing users, updating the address)
- Any additional information or documentation required for the changes

GENERAL QUESTIONS & SUPPORT

- A clear description of your question or concern
- Any relevant account information, order numbers, or invoice numbers (if applicable)
- Any relevant screenshots or error messages (if applicable)

By having this information ready when you contact our Customer Success Team, you'll help us provide you with a faster and more accurate response. We're looking forward to assisting you with your needs and ensuring your success with CIT's products and services.

TEAM MEMBERS

Mallorie Doran | Manager of Customer Success
Emily Alamo | Customer Success Admin
Alec Wayne | Customer Success Associate
Dan Flemke | Customer Success Associate
Eric Schreier | Customer Success Associate
Grant Fontaine | Customer Success Renewals Specialist

