

The Customer Life Cycle



A Gateway Customer Service Representative will be assigned to partner with you to assist you with your ongoing needs.

The Gateway Ticketing Systems Sales Team will meet with you to assess your needs.



Once the sale is finalized, you become a member of the growing Gateway Ticketing Systems family.

Attend a comprehensive training program to help you become familiar with your new system.

A Gateway Ticketing Systems Project Manager will be assigned to guide you through the process of taking your new system live.

Gateway Ticketing Systems Professional Services offers a variety of service solutions to assist you in implementing and maintaining your Galaxy product suite and ticketing hardware. We will assist you in your decision-making process through the lifetime of your project to ensure that you have a system that is configured and customized to meet your specific needs. From Project Management to Product Development, our staff is eager to introduce your comprehensive Galaxy system.

With Gateway Ticketing Systems Professional Services you can:

- **Tap Into 20 Years of Revenue Management Experience**
 Our customer service organization is comprised of professionals from a wide range of educational and technical backgrounds. We've helped more than 300 customers with their revenue management system implementation. From project inception to go-live, our team of experts is here to help you too.
- **Let Our Experts Handle the Installation**
 Our deployment teams are experts at equipment configuration, and have experience with a wide variety of software environments and hardware.
- **Learn Your New System with Our Comprehensive Training**
 Our System Administrator Essentials training course covers basic system administration needs. We also offer advanced courses for hands-on configuration and specific business application development. Courses can be taken monthly at Gateway corporate offices or delivered on-site to meet specific schedules and training needs.
- **Receive Top-drawer Support and Maintenance**
 With Gateway's 24-hour, multi-tiered emergency phone support, you'll get immediate acknowledgement of your calls, e-mails and faxes during our regular office hours. We provide assistance in solving system problems and answering system-related questions.