

# Dazychain's ongoing support services



## Assigned account manager

Your account manager regularly checks in with your team to assess evolving business needs and suggest process improvements. Together, we ensure your Dazychain configuration is continuously optimized.

## Business analysis support

Your account manager leads complimentary business analysis designed to review your legal team's operational processes, configurations, update project templates, and gather feedback to refine your Dazychain experience.

## Post go-live check-ins

We understand it's daunting to learn a new software system, and sometimes you just want to talk to a real person. Your Account Manager can schedule a time to meet with you to answer questions and provide support.

## Ongoing training

We provide continuous, complimentary training to ensure your team stays up to date with new features or enhancements. Our tailored training sessions cater to the needs of your team, ensuring maximum value from Dazychain.

## Online help library

Access over 100 helpful articles anytime, anywhere. Our comprehensive library includes step-by-step instructions, online learning, resources, and detailed screenshots to guide you through all processes.

## Support team available

You can contact us via phone or access our online help portal for quick solutions or to raise a support ticket.