



Powered by People



|SUPPORT CONTRACTS|

Dedicated Consultants

Innovative, proven technology can take your company to new heights. However, companies don't succeed by technology alone.

Especially in today's economy, smart companies understand that the right level of support is critical to the success of the entire organization. When issues arise or updates become available, you want timely, skilled, professional experts who will do everything possible to make your job easier. Look to RenaissanceTech, an Infor channel partner as your Configure Price Quote expert.

About us

We are a leader in the implementation, customization, and deployment of the Configure Price Quote application suite. The founders of RenaissanceTech, Jeremy Finley and Benjamin Karam were members of TDCI who Infor acquired in 2013.

Years of knowledge working with the configurator have been passed through to the dedicated consulting team. With over 150 successful CPQ projects completed, there's no project our team cannot handle.



Partner, Benjamin Karam

"Working with the configurator for over a decade has allowed me to understand the complexities of each and every project, I am confident that our team of dedicated consultants can help you throughout your entire project."

Partner, Benjamin Karam





We are always available

Having trouble writing or maintaining rulesets? Need a resource to help ensure your configurator and application suite is running efficiently?

With RenaissanceTech's support program you have access to:

Critical Incident Support

Within one hour, get responses to your most critical issues. Whether your question is big or small, we're here to support you every step of the way.

Remote Access

We all know time is valuable. Help resolve difficult issues quickly by having us remotely access your system.

Ruleset Support

Stay current on fixes and patches, with little to no downtime. When rulesets need modified or products and features change, we can help guide you to success.

Immediate Communication

When you have a question, we're listening. Contact us with multiple streams of communication; email, telephone, and web conferences. We have the answers and the consultants to fix your issues.

Critical Solution Notification

Get instant notification when resolutions to critical issues are available.

Recorded Briefings

Access to your company's previous support tickets. All instructions and briefings will be recorded for you to look over later.

See what our customers have to say:



"RenaissanceTech has been a partner of ours since our first upgrade to BuyDesign 8.0 nearly five years ago. Since then they've been instrumental in developing configuration solutions in our highly customizable and fast changing boat lines. They've gotten to know our products, and provided valuable insights into how we can set up and maintain our complex environment in the easiest and most efficient manner possible. All while being responsive, pleasant and patient!"

Bret Kramer
Smoker Craft Inc.



"I was thoroughly impressed with RenaissanceTech's ability to deliver a robust product in such a short time. A solution was provided for every challenge that was presented. Ben's knowledge, reliability effective, communication, and great attitude made our project a success. RenaissanceTech is everything you would expect when you require top-notch service. It was truly one of my better experiences."

Rodney Chelbek
Godfrey Marine

Website:
www.renaissancetech.com

Phone:
614-389-1974

Email:
service@renaisancetech.com

Pair the best ERP and CPQ software with the best service provider.



RenaissanceTech