



EXCELLENCE

YOUR CUSTOMER SUCCESS TEAM

Is your dedicated partner and guide to help you move from ordinary to extraordinary so that you become legendary within your own agency, with other agencies, and with the community you serve.

LEGENDARY TOGETHER

HELPING YOU ACHIEVE
EXCELLENCE
WORTH TALKING ABOUT

“We’re committed to you successfully obtaining noticeable, remarkable and EXTRAORDINARY RESULTS!”



Product Specialist

Has an in-depth understanding and knowledge of our FileOnQ software capabilities and will help your agency see a clear vision of the tailored solutions available to you both now and in the future.



Technical Engineer

Keeps everything running like a well oiled machine...Works with your agency’s IT staff to make sure that all the technical aspects of a successful solution are completed on time and without a hitch. (After all, we want your IT staff to achieve legendary status too).



Subject Matter Expert

Is your guide - someone who has “been there, done that” in law enforcement and used FileOnQ software solutions to bring extraordinary results to their own agency. With this knowledge and experience, they will work with you to tailor a solution that meets all your unique needs and exceeds your expectations.

Your Customer Success Team Provides

- Project Management – from Proposal to Implementation
- Configuration and Tailoring (Profiling) of Your Software Solution
- Initial Training of End Users, Administrators, and Officers
- On-going Customer Support
- On-going Technical Support
- Shares Your Product Enhancement Suggestions to the Development Team
- Answer your “How Do I...?” or “What’s the Best Way to...?” Questions
- Refresher Training and Training of New Employees
- Updates on OnQ News and Future Events

YOUR DEDICATED CUSTOMER SUCCESS TEAM

At FileOnQ, our success is directly tied to your success. You have an important job to do and we want to help you do it – **extraordinarily!**



Brian Russell (Retired Lt.)
Business/Product Specialist
30 Years of Experience

Has over 30 Years of law enforcement experience including Patrol, Accident Investigation Unit, Training Academy Instructor, Response Area Commander and more. Oversaw Property and Evidence Division of a 1800 person department - receiving more than 100,000 items a year.

BrianR@FileOnQ.com

800-603-6802 x148



Caryn Barab (Retired Sgt.)
Evidence Specialist
14 Years of Experience

Extensive law enforcement experience including Patrol, CIT implementation, Crowd Control, Hostage Negotiations, Peer Support, and more. Five years as a sworn supervisor in the property room; duties included - writing and maintaining proper evidence handling policies and procedures, audits, inventories, managing and training of staff and sworn employees on EvidenceOnQ.

CarynB@FileOnQ.com

800-603-6802 x142



Scott Willkom
Technical Engineer
18 Years of Experience

Experience in the project management and implementation of both software and hardware solutions for the medical and correctional industries. I have assisted the projects from add-on sales through the statement of work, and the successful implementation of the proposed solution.

ScottW@FileOnQ.com

800-603-6802 x143



THE KEY TO YOUR SUCCESS is...
*utilizing these experienced professionals who will be your partners and guides on your **journey to excellence.***



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CONTACT US

YOUR SUCCESS IS OUR SUCCESS!