

Our Service Promise

We promise to continue exceeding customer expectations throughout the ownership experience.



Michigan-friendly service

When you choose Hart, you choose a partner who's as invested in your success as you are. Hart's team is ready to stand beside you as you deliver consistently successful elections with your new Verity Voting system. Our direct partnership service model ensures you get expert help from your system's designer and builder – not from a costly, once-removed middleman. Hart's own election-savvy professionals support you every step of the way. We've been supporting successful elections since 1912, so we get what you do – and not just on Election Day.

We listen

No two implementations are the same. That's why we start by listening. Then, using exclusive business process analysis tools, we work with you to map your success strategy.

We plan

Experienced on-site project managers oversee your entire implementation process. From seamless deployment of your compact new equipment to efficient, thorough acceptance testing to real-world, hands-on training, we sweat the details so you don't have to.

We care

Elections are too important to leave to chance. That's why we use a proven implementation methodology, supply a wealth of information and provide 24/7 expert support.

Hart's unique methodology is built on PMI framework, improved through thousands of deployments.

Hart customers report the highest level of satisfaction and loyalty in the industry.

100% of customers who switched to Hart from another vendor rated our service as far superior.

With You Every Step of the Way

Hart's disciplined, phased approach to serving our customers has proven effective over thousands of implementations. And our customers report the highest level of satisfaction and loyalty in the industry – especially those who have come to Hart from other vendors.

Off to a great start

We promise professional implementation services that ensure successful adoption of your new Verity system.

- Proven, PMI-based methodology that ensures a smooth transition and minimizes risk
- Hands-on training sessions to bring your team up to speed quickly with your easy-to-use Verity system
- Side-by-side support on your first Election Day

Optimizing your success

We promise proactive maintenance services and two-way communication to keep you going strong with Verity.

- Preventative maintenance services, replacement parts supply depot and repairs for your reliable new Verity system
- User groups – forums for you to learn the latest trends and developments; share best practices with fellow Michigan Verity users and give Hart feedback on how Verity can serve you better
- Knowledge base articles – access to expert-level Verity knowledge at your fingertips
- Ongoing communications – operational best practices, legislative updates, events and more through our newsletters, webinars, bulletins and advisories

Here for you

We promise responsive ongoing support so you get the most value from your system.

- Knowledgeable technical support available around the clock via email and telephone
- Timely system updates and enhancements and a robust, process for fielding your feedback
- Ongoing dedication to providing the most responsive customer service of any election solution provider

For a Verity demo or custom quote call
Karen Clakeley at 916.673.8764 today.

