

KAPWrestling Premium Total Care Service

Total Care Service Packages



Training

Web based/in-person training of FloArena software. Instruction and offline train at your own pace resources available.

Remote Support

Email, chat, or phone our technical support. Immediate response up to 48 hr. turn around times available, with 24 x 7 x 365 access to KAP Wrestling experts. Remote desktop support available, to solve any technical problems onsite.

Full Service

On-site day of tournament support is also available. Using KapWrestling tournament experts, we can make your team successful!

- Reduce risk by having 24 x 7 x 365 access to Kapwrestling experts and our full training options
- Resolve problems quickly by having Kapwrestling remote monitor your event and remote access to your computers if problems arise.
- Increase tournament efficiency by actively managing and reviewing your tournament operation schedule with Kapwrestling experts.

Tournament Success

The first part of your tournaments success is picking the right tournament management software package.

FloArena™ is the most intuitive and flexible tournament management package on the market today. After choosing FloArena™, you and your team want to ensure success. With Kapwrestlings Total Care Service Packages we will work with you and your team to ensure success through: on-line training, email support, phone support, and remote computer access support. When requested we can also support you and your team in person.

Total Care Service

KapWrestling total care services are designed to prepare you are your team for the tournaments. Our training is setup to be interactive, simple, and to keep the steps focused on the specifics of your tournament. Kapwrestling is staffed with experts who have been running tournaments for many years. The services are backed by 30min, 4hr, and next business day response time options. Once you have a service agreement you have access to all of our self-help training videos and documentation.

Outstanding Customer Service Experience

This year we partnered with Kapwrestling for them to setup, run, and administer all software and bracketing for the event. It was by far the smoothest, most efficiently run event that we've had over our 8 years. Their ability to coordinate efforts with Flowrestling and specifically the Floarena for video streaming as well as online bracketing information through Flowrestling's app was superb. The professionalism and thoroughness of his operations was great. We've already partnered for the coming future events.

-Teague Moore American University



When you need the best,
call the best

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Support Packages

All support packages are booked after your event is scheduled on FloArena.

Base package : Access to at your own pace training. Email support with 1 day turn around up to the day before your tournament. During your event and during setup you will have 30min email support and up to 2 phone support calls.

Complete package : Four hrs of on-line training. Immediate chat support and email with 4 hr response time up to the day of your event. During setup and the days of your tournament, <30 min email response, 2 hours of remote access support, and 4 hours of phone support.

Premier package: Eight hrs of on-line training. Immediate chat support and email with 4 hr response time up to the day of your event. During setup and the days of your tournament, <30 min email response, 4 hours of remote access support, and 10 hrs of phone support.

Next Steps

For more information about Kap Wrestling Total Care Service Packages visit: www.kapwrestling.com/service/ or contact us at info@kapwrestling.com

You can find resources such as videos, training, and interact with our support technicians at www.kapwrestling.com

Your Success is our Success!

We are committed to your success. If you are not satisfied with your support from our team, we will offer your money back.

“We can’t imagine doing our tournament without Kapwrestling. Their support and attention to detail is above all others”

-Mike Stuer – Youth New England Championships