New From ACEware

Supplemental Support Package

Support from ACEware is called "**extraordinary**" "**awesome**" and "**outstanding**". That's because we are available to our customers 24/7/365. Our customers are not assigned a ticket or placed within a queue; they receive immediate help when software support is needed. Our Support and Maintenance Package offers you:

- A dedicated technical consultant
- Support for ACEware software-related concerns
- Access to online customer only resources
- Unlimited software updates and upgrades
- A reduced registration fee for our annual users' conference
- Annual 60-minute web consultation with ACEware

How do we improve on our existing support package? We assume some of the software administrative duties; taking the responsibilities off your task list and adding them to ours. This "do it for you" service is especially useful to those who are stretched too thin in job responsibilities as it is or just don't feel comfortable or confident in the role of Keeper of the Flame.

We are happy to announce ACEware's Supplemental Support Package. This package, when added to your existing SMA, provides additional services including:

- *Data Clean Up* – Twice per year, your ACEware technician will do an extensive tune-up on your database to improve speed and efficiency. During this checkup, your technician will complete the following:
    - Run Student Manager's Duplicate Name Check routine - ACEware will deliver this report to your Keeper of the Flame to identify names that should be merged in your system or marked to ignore on future duplicate name check routines. When the list is returned with your instructions of how to proceed, we'll finish the merge/purge process.
    - Repair broken firm links-ACEware will identify records in your database with a firm listed with no associated record in your firm table.
    - Zip Code Updates-Your technician will import the zip code updates file.
    - Deactivate Courses – Your technician will deactivate recently completed courses, so they don't show up in your course searches. Deactivating courses do not affect your reporting, and you can still access that course if needed.

- o Archiving Courses- ACEware will archive courses that are over six years old (or according to your institution's archiving policy.) Archiving removes courses from your live data and holds them in a separate database.
- *Report Writing*: You'll receive 5 hours of report preparation with this package. Whether you need a current report modified or you need to start from scratch, we will do the work for you.
- *One ACEweb Review*: Your technician will browse around your ACEweb pages and make recommendations for how your ACEweb site could be enhanced. You'll be provided with a list of suggestions (add a photo here, a map there, update those frequently asked questions, consider the grouping of courses, etc.) and then we'll help you make the changes you want to implement.
- *Software Training* : Whether it is on-boarding a new staff member with Student Manager basics or training the entire team on a specific area (invoicing and payments for example) you'll receive 5 hours of web-based training to use as needed by your organization.
- *Scheduled Software Updates*: Every quarter, your ACEware technician will contact you to schedule a time to update your Student Manager and ACEweb software.
- *A Second Scholarship to the ACEware Users' Conference*: You always need more than one attendee at the conference to get every session covered. This second scholarship should help make that happen.
- *Express Registration or Data Capture Page Development*: Your technician will prepare an express registration or data capture page for you. The most current ACEweb templates must be used.

If you are interested in adding this supplemental service to your existing SMA, contact Sharon – Sharon@aceware.com or 785-537-2937 Ext. 238