

Level 2 Support Service

Level 2 Support - At A Glance

Main Features

Level 2 Support is designed to help you get the most out of your Sage Line 100/Sage 200 system and ensure it is being used properly on an on-going basis at the minimum of cost.

For just £50.00 per month you will benefit from:-

Service	Saving
• Annual on-site accounts health check	£300.00
• Quarterly remote accounts health check and spruce up	£550.00
• Remote training sessions	£750.00
• Quarterly Line 100 and Sage 200 Workshops	£400.00
Total Saving	£2,000.00

Plus a reduced daily rate saving you £100.00 per day!

Furthermore, in order to ensure you have comprehensive support for all of your business systems, Level 2 Support also includes telephone support and services for a range of products including Sage, MS Office and Crystal Report Writing. In addition to our training and consultancy service our dedicated staff will be on hand to provide telephone support for all of these everyday business needs:

- Microsoft Word, Excel, Access, Query, PowerPoint
- Crystal Reports and other Sage Report Writers
- Sage Line 50 (if a Line 50 user)
- Sage Payroll
- Sage ACT!
- Bookkeeping and accounting advice

The following pages describe the services in more detail and show you how you could benefit from them in a multitude of ways such as remote training for new staff or support for setting up a Word Mailmerge.



Level 2 Support – Features and Services

Annual on-site health check

The annual on site health check will be carried out by one of our consultants and can be arranged to coincide with your year end. During the visit we will check all of the critical areas of your system to ensure that it is being run and maintained properly and efficiently both in terms of the accounting integrity of the system and the condition of the data files. You will receive a full system audit report detailing our findings and any recommended actions you need to take. We will also:-

- Check Control Accounts and Balances
- Check and help clear your suspense account
- Check your VAT sub system
- Check your P&L and Balance Sheet
- Clear down data files of old transactions as required
- Validate and repair data files
- Deal with Ad-hoc queries
- Discuss any other requirements you may have

Quarterly remote health check and tidy up

You will need a Broadband Internet connection for this service where we will connect to your system from our office and carry out a full health check including (by agreement with you) the following:-

- Check Control Accounts and Balances
- Check and help clear your suspense account
- Check your VAT sub system
- Check your P&L and Balance Sheet
- Clear down data files of old transactions as required
- Validate and repair data files

You will receive a full system audit report detailing our findings and any recommended actions.



Remote training sessions.

The remote training sessions can be used for any purpose on any application we support. Maybe you need assistance in doing something you haven't done before or you are unsure of, or maybe you have a new member of staff in need of some assistance. This service includes up to 10 hours a year which we will account for as 20 x half hour units. This way, you can use a unit as and when you want occasionally throughout the year or all in just a few sessions if you have the need, and there are no travel charges. Here are just a few examples of the type of problem we could help you with:-

Accounts

VAT Returns	Month Ends
Year Ends	Balancing Ledgers
Order Processing	Anything and everything else...

Microsoft Office

Mail Merge	Formatting
Data transfers	Selecting data with Query
Formulas	Power Point features
Creating simple Access databases	Reporting
Macros	ODBC Data Connections

Crystal Reports and Report Writers

Write reports for you	Train you to create reports
Help format	Calculations
Data selection	Sorting and Totalling

Payroll

Period runs	Holidays
Leavers	Report Writing
Year End	Tax/legislation (SSP, SMP etc.)

ACT!

Customising screens	Customising Reports
Document Templates	Grouping
Contact Management	Synchronisation



Quarterly Workshops

The quarterly workshops which usually run in Cardiff for half a day each are designed to help you get more out of your systems and to ensure you are prepared for events such as Payroll and Financial Year End. In March 2006 we ran the first Payroll Year End Workshop which was attended by almost 50 customers and was extremely well received by our customers.

Line 100 and Sage 200 workshops will typically include:

- Financial reporting
- Integration to MS Office
- User customisation
- Troubleshooting
- Writing your own reports
- VAT period end
- Electronic processing and customisation
- System housekeeping and maintenance

The workshops are quite intense so be prepared to absorb a lot of invaluable information in just a few hours.

Reduced Training Rate

The reduced training rate will save you £100.00 every time you have a days training, your system customised, reports written for you etc. It is only available to customers 'off' project by which we mean those that are live and not currently undergoing the implementation phase. We have existing customers who have enjoyed this facility under the old Inside Track scheme and have saved up to £700.00 in one year. This is in addition to all of the other benefits of Level 2 Support.



Level 2 Support Service

Additional Telephone Support Services

With Level 2 Support we will also provide you with telephone support for all of the above to help deal with everyday queries and problems which can be resolved over the telephone.

These days, it is becoming increasingly difficult to obtain a good, affordable telephone service for many day to day business applications such as Microsoft Office and Crystal Reports. The trend from all of the big companies is to push end users to Electronic Guides, Web Support Pages, Knowledgebase's and any other mechanism they can come up with which means they don't have to go to the time and expense of actually speaking to you.

And if you have tried these support methods, you may well have found that many of them are very time consuming, frustrating and not particularly helpful. Level 2 Support will provide you with our personal expertise to save you time, frustration and money.

Please note that while we are not limiting the use of this service we would request that you use it reasonably. We may have to review the service with customers whose usage far exceeds the average.

Furthermore, the assistance provided for non Sage products is for day to day queries and advice and is not intended to provide a high level product specialist service.

Other Sage products such as Line 50, Payroll and ACT!

Many of our customers are using other Sage products apart from the core product we support you on. However, you will necessarily be paying Sage to support you on these products through the Sagecover telephone service. But many of you also like to come to us for all of your support even though you are paying Sage. Therefore, with Level 2 Support you can have the best of both worlds.

Bookkeeping and accounting advice

We have a wealth of accounting expertise throughout the team but in particular two of our consultants are qualified accountants (one part). If you have any general business accounting queries that we can help you with then Level 2 Support will cover you. For instance, if like me you sometimes have trouble with your debits and credits then just contact us!

Important Notes

Existing Prosys Computing Maintenance and Support agreements for Line 100, Sage 200, Construct and Manufacturing remain unaffected by this service and will continue as normal.

Sage Payroll users must always ensure they have Payroll Sagecover with Sage in order to ensure they receive Payroll Year End updates.





Level 2 Support Service

Registration Fax Back Form

Please fax back on 029 2049 4737

Name _____

Company _____

Tel. No. _____

We are continually trying to improve the services we offer to our customers and we would welcome any suggestions you may have for consideration as part of the Level 2 Support service.

The monthly payment for the service is £58.75 including VAT.

To ensure we receive your registration as soon as possible we recommend you fax this form to us on **029 2049 4737**. You should also complete and sign the attached Standing Order form and return it, together with this form, to us at the address below. We will do the rest.

Prosys Computing Ltd
Titan House
Lewis Road, Ocean Park
Cardiff
CF24 5BS



STANDING ORDER MANDATE

BANK DETAILS

To: _____ Bank

Branch Address:

Post Code: _____

Account Name: _____

Account No. _____

Sort Code: _____

PAYMENT DETAILS

Please pay to: **Barclays Bank.**
Account: **Prosys Computing Ltd**
Sort Code: **20-18-27**
Account No: **20746207**

The sum of:

£ 58.75

Date of first payment:

20 / /

And on the same date monthly until further or until cancelled by me in writing.

SIGNATURE: _____

DATE: _____

To Account Holder: You may wish to retain a copy of this mandate for your own records, but be sure to return the original to Prosys Computing at the address below, not to your bank.
Thank you.

OFFICE USE ONLY: IMPORTANT NOTE TO THE STANDING ORDER CLERK
Please quote reference number:

Prosys Computing Ltd. Titan House, Lewis Road, Ocean Park, Cardiff, CF24 5BS
