

## Software Services

# Implementation Services Pack (Time Unit Based)

The axisfirst software services team can provide a range of services to assist with the set up or on-going maintenance of an **axis diplomat** system that are not covered by a standard Software Support contract, since they are not support-related.

The following additional services are available to **axis diplomat** customers as part of an Implementation Services Pack:

- Document Designer Template Creation
- Business Intelligence Module Configuration
- ODBC/SQL Query Writing & Maintenance
- Report Writing
- Importing/Exporting Data via Excel
- Small Software Modifications
- Remote training

An Implementation Services Pack provides a mechanism to allow customers to pre-purchase blocks of time that can be used for specific implementation-orientated services which are not provided by a Support Contract.

### How Long Does a Time Unit Pack Last?

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Units do not expire provided that a valid **axis diplomat** Software Support contract is in place. When the balance of outstanding units drops below five units, our administration team will contact you to discuss a top-up pack.

### Can I Use These Units for On-Site Services, such as Training?

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The Implementation Services Pack is designed for the tasks listed above and is not intended for on-site work since, in most cases, the traveling time alone would consume all of the time units in a pack! You can use time units to book a remote training or consultation session.

Without a time unit based contract, provision of any of these services would require a purchase order to be raised and all of the associated paperwork - remittance advice, payment booking and allocation, etc. - associated with a financial transaction with a supplier.

Time Unit Based packs provides an alternative method that is simple and easy to use and allows for smaller jobs to be handled without involving excessive paperwork.

### How Do Time Unit Based Services Work?

By pre-purchasing a block of units you are able to utilise any of these services; the time taken on a particular task (rounded up to the next 15 minutes) is deducted from the pool and regular statements provided. Packs are available in 40 x 15 minute, 30 x 15 minutes and 20 x 15 minute unit sizes.

By making this service available in this way, a range of small tasks can be carried out without excessive paperwork - there is no need to raise a purchase order every time a small job needs doing.

## How Do I Know I Won't Use All of My Units on One Job?

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When you have a requirement for one of these services, we will provide an estimate of the number of units we expect the task to take and will then proceed with email authorisation following that.

If, once started, it looks as if a job will take significantly more units than previously quoted then we will contact you again before proceeding.

## Does The Software Not Allow Me To Do These Things Myself?

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Yes, with the exception of Software Modifications, you do have the tools to carry out these operations yourself but you may lack the time, skills or confidence to make best use of the facilities available.

Sometimes, it can be just quicker, easier and more cost effective to ask us to do something like redesigning your invoice layout on your behalf - because we do this all of the time.

## Can I Use These Units for Anything Else?

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Yes - if you also have a website that has been built by us, units can be used for small ad-hoc modifications to your site. This can include design and graphic-creation services. Some customers, for example, use the Implementation Services Pack units to ask us to design advertising banners for their website and marketing emails on a regular basis, or even to redress their site with a Christmas themed background each December.

## How Do I Purchase an Implementation Services Pack?

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Implementation Services Packs are only available to customers with current Software Support Contracts in place.

When ordering an Implementation Services Pack, please quote reference: AXODBCIP (40 unit pack) or AXODBCIPL (20 unit pack).

## Example

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You purchase a mailing list from a marketing company and wish to import them into your Sales Ledger as prospects. You know the software is capable of doing this but it is more than a year since you last did it and will be another year before you do it again.

You could order training on how to do it but you know that by the time you next need to do this, you will need training again!

The axisfirst Customer Service's team can access your system remotely (subject to the appropriate facilities being available on your network) and run through the import.

[The size and complexity of the mailing list import together with the quality of the data format in which it has been provided will determine the time taken and therefore the number of time units consumed.]



Please call us on **0800 668 1934** for further details



01278 421020



sales@axisfirst.co.uk



www.axisfirst.co.uk