

# YOUR COMPLETE GUIDE

## TO THE HAYES SOFTWARE SYSTEMS SERVICES EXPERIENCE TIPWEB SERVICE PLAN

Hayes Software Systems is passionate about providing exceptional customer service to our clients throughout all stages of their use cycle. From implementation, to support and ongoing advocacy, Hayes Software Systems is dedicated to giving you the best possible experience.

### IMPLEMENTATION



#### ENGAGEMENT & KICK-OFF

So that your project remains focused on achieving its overarching goals, your customer success manager will ensure the clear understanding of those objectives through an engagement and kick-off meeting.



#### INSTALLATION

A team of Hayes Software Systems's technical engineers will install, deploy, and QA test the most up-to-date version of TIPWeb, ensuring a fully functional software application.



#### CUSTOMER SERVICE

We pride ourselves in allowing every user, no matter how big or small the issue, unlimited access to an expert to resolve issues as quickly as possible. We listen closely and guide you to meet your specific needs.



#### PROJECT MANAGEMENT

Use simple to-do lists on your daily activity dashboard to identify project deliverables, monitor implementations, and keep track of the successful completion of tasks.



#### SECURITY SUPPORT

We work with you to safely and securely integrate with your application, meeting organization technical and security standards for firewall, proxy server environment, and HTTPS support.



#### USER ROLES

Align the responsibilities required of individual users with certain access rights needed for TIPWeb. Modify who has what rights based on their roles and responsibilities for managing inventory.



#### DATA CONVERSION

Eliminate the need of manual data entry from your previous databases with the help of our Data Conversion Specialist. We will help you best manage the obstacles of time, cost, and application downtime.



#### SYSTEMS INTEGRATIONS

We provide automated data import and export of key information to reduce manual data entry and improve data continuity between systems.



#### CONSULTING SERVICES

Our consulting services can help lay the proper foundation and provide guidance and assistance in implementing a successful inventory control solution tailored for your organization.

#### CUSTOMER SATISFACTION

Your experience as a customer is our top priority. We work harder than any other company to make sure our customers are happy, knowledgeable, and confident in their use of TIPWeb.

## TIPWEB TRAINING



### STAFF TRAINING

Hayes Software Systems conducts training for users of the application that will outline how to maximize TIPWeb's impact and efficiency for your staff.

### PRODUCT FEEDBACK

New features and usability enhancements are added to our products as the result of suggestions from your organization's staff who perform important inventory tasks every day.



### WEBCAST TRAINING

Through live, virtual training sessions accessible from your home or office, attend personalized, scheduled webcasts to review TIPWeb and understand the aspects and functionalities of the solution.



### ON-SITE TRAINING

We offer instructor led training sessions hosted within your organization, utilizing real life scenarios during hands on exercises, tailored to meet your organization's specific needs.



### TRAIN THE TRAINER

Certification training prepares your organization to deliver training to their users with a deep level of product familiarity, instructional best practices, and access to training tools.

## CONTINUOUS SUPPORT



### CLIENT ADVOCATE

Our staff is dedicated to ensure your complete satisfaction with TIPWeb and Hayes Software Systems.



### ONLINE RESOURCES

Take advantage of numerous online resources to learn more about the product and stay up to date.



### MEET US IN PERSON

There's nothing like meeting in person. We organize frequent events to give you the opportunity to do just that.



**UNLIMITED PHONE SUPPORT:** We don't limit your organization's support contact to a few appointed people. Anybody using TIPWeb can call our friendly and knowledgeable support staff, located in Austin, at **800-495-5993** without any prerequisite training.



**UNLIMITED EMAIL SUPPORT:** Don't want to call? Easily submit a request for support to **support@hayessoft.com** to receive additional help.



**PERIODIC CHECK-IN CALLS:** We will reach out to you periodically to discuss and evaluate your organization's goals and the processes and policies in place to achieve them.



**ACCESS TO NEW FEATURE UPDATES:** We provide updates on new feature releases with supporting documentation and training to make sure you are maximizing what the software has to offer.



**ACCESS TO FREE ONLINE PRODUCT RESOURCES:** Watch unlimited training videos and access support documents to brush up on features and best practices to make sure you and your organization are getting the most out of TIPWeb.



**INVITATION TO CUSTOMER USER GROUPS:** User groups are held in various locations to bring together TIPWeb users to share knowledge and ideas.