



Key Benefits

- ◆ Rapid phone or email support
- ◆ Website support forum
- ◆ Great value for money
- ◆ Experienced consultants
- ◆ Same day response
- ◆ Unlimited access

Unrivalled technical support and excellent customer service

Unrivalled Technical Support

Our outstanding level of technical support is provided without an outstanding cost. You get a personal service from a highly experienced support advisor, who is available on the phone, by email or on the web. 95% of our support calls are dealt with in a single phone call, and we aim to personally answer all support queries within the hour (GMT 9am 5.00pm).

If you have an existing system, but are fed up with high support costs and poor support, you will be amazed at the difference we provide.

A support contract entitles you to:

- ✓ Rapid, comprehensive phone, email and web support
- ✓ Free user group membership
- ✓ Members only website

"I think of Intasoft as a company that listens to its customers and provides the very best customer service...and I can honestly say that the technical support service is the best that I have come across."

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Excellent customer service

Our customers agree that the level of customer service we offer is second to none. We are regularly congratulated for our commitment to get the job done.

Steve Brunsten, General Manager of Northern Airborne Technology wrote: "...thank you for your efforts in the customization and implementation of AllChange...you chose to spend additional time and effort to ensure our requests were met...and I would like to assure you that we all appreciate your dedication to the tasks".

"...The response is very rapid - you get relevant, detailed information coming back from people who really know what they're talking about, it's amongst the best support service of any of the products I've used"

Mark Dawson-Butterworth, Zytek Systems Ltd

INTASOFT



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Professional configuration management



Key Benefits

- ◆ Experienced consultants
- ◆ Access to developers
- ◆ Comprehensive training
- ◆ From beginners to advanced
- ◆ On or off-site tuition

Dedicated consultancy and training tailored for all levels of user

Our experienced configuration management consultants are some of the best in the business, having worked closely with organizations of all sizes and complexity, throughout all industry types.

Our consultants will work with you at your site, and can offer expert advice and practical help in all areas of change and configuration management.

We offer total commitment at all times, and as a consequence, have built up very productive long-term working relationships with our customers.

Our comprehensive consultancy includes:

- ✓ Pre Sales
- ✓ Initial Requirements Definition
- ✓ Process Determination
- ✓ Tool Evaluation
- ✓ Project Management
- ✓ Pilot Implementations
- ✓ Implementation
- ✓ Roll Out
- ✓ Post Implementation Reviews

Training tailored to your needs

Our configuration management consultants and developers provide comprehensive training courses for all aspects of **AllChange**.

We cater for all levels of user, from the complete beginner to the advanced user and our customers find the courses extremely beneficial and great value for money.

"...The course is definitely worthwhile and gives an excellent overview of the product and its capabilities..."

"Most enjoyable course..."

"A very informative two days..."

"Good trainer response to trainee behaviour..."

Training courses

Our popular public training courses are held at our training centre in Exeter, and are run regularly throughout the year.

We also offer on-site tuition at your location for groups of up to eight people. These courses can be tailored to your requirements, and can be customized to cater for a range of user abilities.