

Implementation and After-Sales Support

System Implementation:

Migration to a new system requires thorough planning and detailed specifications that deal directly with each customer's specific needs. Multi-site and large-scale implementations require an ATS Project Manager to coordinate the rollout process for your organization. The Project Manager works with your project team to develop a project timeline, key milestones and other details. The Project Manager also works with other resources within ATS to fully define/design your system, schedule required training sessions, test components and transition to our Support Center upon completion of the project. Weekly project updates (conference calls and reports), as well as on-site visits help ensure a smooth implementation. In short, we will go through every detail to ensure that you are completely satisfied with our services.



After Sales and ongoing Support:

Your complete satisfaction remains at the core of our business. Therefore, we pledge to provide seamless service and support once your system is up and running. Our trained team of business analysts and service reps has the expertise to provide you with the high quality service and support that you should expect. Support services are available weekdays across North America at different timezones. Our technical support staff is available to answer product-questions regarding your company's business rules, provide training by request, and identify customers that may need supplementary training. We will also provide additional on-site training, if hands-on assistance is required.