



AFTER SALES SUPPORT

| apex time solutions |

ATS integrated implementation support offers reliable response to technical disruptions and for maintaining system health and integrity. With this offering, you benefit from insights into ATS solutions and expertise to mitigate risk, while tapping the innovations that ATS continually introduces.

Our industry-leading offering, provides proactive support in addition, to all the features of the ATS Upgrade Support option. These proactive support services encompass tools, processes, and services that enable continuous improvement and operational process improvements. Your application landscape may increasingly support global business processes that extend to your customers, vendors, and business partners around the clock. ATS Support addresses increased demand by providing support for mission-critical business processes, and as such, is the ideal offering for most businesses.



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 time zones. 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.