

Focused Training

Goal:

Assist our clients in finding the greatest value and productivity in their computer systems.

Description of Focused Training:

Focused Training is limited to the Microsoft Office programs of Word, Excel, Access, PowerPoint, Publisher, and Outlook.

Training that is focused on how you are using these software programs. How could you better use these tools for the tasks you perform everyday. For example, Focused Training may be used to train a staff member to use Word Mail Merge with some of the existing databases you already have in other Office programs (Access, Excel, & Outlook).

Cost:

The fee is \$99.00 for the first 2-hour block of time, 2 hour minimum plus a service fee if required. Additional hours will be billed at \$60.00 per hour in ¼ hour increments.

Benefit:

You will gain tricks, tips and better utilization of Office as it applies to specific needs or job requirements.

Focused Training helps you address a specific project or need. The information gained from the training will be valuable information for future projects.

Help Desk

Goal:

Provide our client with a quick and effective means of quality service. This is simply an option that we can use to improve down time and delays in travel and scheduling.

Description:

The Help Desk will address questions and provide solutions that can be done remotely, by remote control or by interaction with your staff over the phone.

Not all service can be delivered in this manner. Not all Help Desk questions can be completed in this manner.

Normal service will be dispatched if the Help Desk determines a solution can not be made over the phone. This Help Desk service only costs if used and if the use is a successful resolve for the issue addressed.

We hope to add a direct extension choice from our voice mail for help desk requests.

Cost:

The fee for Help Desk is a flat \$30.00 for Service Level Agreement holders and a flat \$45.00 for all non Service Level Agreement holders. (See enclosure for Service Level Agreement Explanation) Our goal is to be able to respond in 30 minutes or less to these types of service requests.

Should an on-site visit be require, the Help Desk call will not be charged.

The Help Desk will have one additional fee if used—Microsoft has an open view web site that allows us to take remote control of any PC that has high-speed connection. This product is a service option and the charges are \$1.00 per minute for both connections. This only applies if we use the web service to provide support.

Benefit:

Cost savings for both DOSS and you. With no travel needed, no service charge would be required. This saves gas, wear and tear for DOSS and saves you the service fees expense.