



Customer Care Team

Customer Education & Training—

United Systems welcomes the opportunity to take full responsibility for the success of your entire system— hardware, software, and all related services!

Our implementation process begins with our project managers working with your management team in developing a thorough project plan, which includes management goal setting, security and internal control review. We work with your staff in setting a start-up schedule, analyzing workflow and determining user responsibilities.

Should data conversion be a part of your project requirements, we work closely with you in consideration of timing factors and in evaluating the readiness of your staff for this undertaking. Generally, the data mapping and prep work will be done in the weeks leading up to your chosen “go live” date, then the actual data conversion will generally occur during off-hours in order to provide minimal disruption to your office operations.

There may be some cases where it may not make financial sense to pay for a data migration at all. Instead you may wish to use your internal resources and staff, particularly if you are a smaller operation. It depends on many factors, such as how long you have been using your current software, the quality of the data within your current software, your budget, and the skills and available time of internal staff.

Education services are also offered and encompass a combination of group training sessions and one-on-one instruction for your staff. Information gathered during earlier planning sessions is then used for our instructors to tailor the sessions to address your overall training objectives, as well as your staff's individual needs. We feel that effective training is the most vital ingredient to any system implementation.

Overview

- **800 Toll-free Helpdesk**
- **Remote Access**
- **Software Updates**
- **Private Website**
- **Knowledgebase**





Alliance[®] Application Suite— Mobile Field Service

Customer Care Helpdesk-

Once the system is on-line, our Customer Care Team is at your service. At United, we truly realize the importance of comprehensive support services and we have assembled a customer service plan that is second to none.

Post-implementation Customer Care is primarily furnished over our toll-free telephone support lines. Our Help Desk offers users assistance with the day-to-day procedures involved in using the system. For situations requiring more advanced measures, remote access support, "ALLIANCE[™] Connect", is also available. Remote support gives our Customer Care Team quick access to your system -- just as if they were on-site and in a matter of seconds.

ALLIANCE[™] software updates are also provided to subscribers of software maintenance plans. Major updates are typically released once annually with minor & maintenance releases throughout a year. These updates ensure that your software is optimized and operating with the latest functionality.

Applications

Inventory

Asset Management

Business License

Occupational Tax

Insurance Premiums

Property Tax Billing

Property Tax Receivables

Utility Management System

Meter Tracking

Backflow Prevention

Budget Billing

Postnet

ACH Bank Drafts

Payment Scanning

Service Orders

Mobile Field Service / Work Orders

GIS / Mapping Interface

Calling/Notification Interface

Bad Debt Management

Web Bill Presentment

Payment Import / Lockbox

Various Handheld / AMR Interfaces

Counter Receipts

Credit Card Integration

Attachments

Payroll

Payroll Direct Deposit

Federal Payroll Filing

General Ledger & Budgeting

Fund/Source

Bank Reconciliation

Accounts Payable

Purchase Orders

Sub-contractor Oversight

Remote Data Back-up

About Us-

- United Systems & Software, Inc. (USS) specializes in providing technology to the public sector. Founded in 1977, USS serves over 500 customers throughout the central United States. We are recognized as a Microsoft Certified Partner and a Hewlett-Packard Business Partner.
- Since 1999, United Systems has also been a distributor for Itron Corporation. We currently represent Itron within a nine state region and specialize in delivering radio-based, mobile & fixed network solutions.
- For more information, visit www.united-systems.com or call 1.800.455.3293.



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