



SOCIUS CLIENT CARE SUPPORT

Rely on the Partner Who Understands Your Business

WHAT IS SOCIUS CLIENT CARE SUPPORT?

Socius provides remote support to ensure a maximum return on your system investment. Our client care center employs a team of experts who possess a broad range of technical knowledge and understand the importance and urgency of client requests to ensure the prompt and accurate resolution of issues. To ensure the accuracy of diagnosis and resolution, technical interactions and support issues are documented in an online database, providing detailed information to Socius technical engineers. Our meticulous monitoring of technical interactions helps to maintain an award winning level of technical assistance and helps to account for our continued success in exceeding our clients' expectations.

WHAT ARE THE CLIENT CARE CENTER SUPPORT HOURS?

Socius Client Care Support is ready to assist your needs as they arise. We make ourselves available more than your average 8 - 5:00 support center. Socius provides support during normal business hours (8:30 a.m. to 8:30 p.m. EST) Monday through Friday, excluding national holidays. The client care center can be reached via email at clientcare@socius1.com or through our website at www.socius1.com/clientcare.

WHAT IS COVERED UNDER THE ANNUAL SOCIUS CLIENT CARE SUPPORT?

Socius Client Care Support provides general application support on the core modules for the following solutions:

- Microsoft Dynamics GP Software
 - Microsoft Dynamics GP Standard or GP Professional
 - Microsoft Dynamics Business Essentials or Advanced Management
- FRx Desktop and FRx Professional
- Management Reporter
- A la carte modules available for an additional fee include:
 - Payroll
 - Human Resources
 - Project Accounting
 - Designated Third Party Solutions

WHY CHOOSE SOCIUS?

- Since Socius is your current software provider, we're already experts on your system and set-up.
- We've already established a rapport with your employees and will continue to have one-on-ones with those same contacts.
- As a Gold Certified Partner, Socius has a dedicated staff of consultants and help desk specialists who are certified in both the Gold ERP and CRM Microsoft competencies.
- Socius Client Care Support is offered in addition to your Microsoft Enhancement Plan, not as a replacement.
- We offer flexible billing on either a monthly, quarterly, or annual basis - whichever you prefer!

*Bev Johns, IT & HR Manager
SAW, Inc. - Solutions at Work*

Our organization has come to rely on the vast expertise of the Socius support team. Socius is very responsive to our unique business needs, both from a technical support standpoint as well as having a practical understanding of our day-to-day business processes. The support team is professional, knowledgeable and efficient.

*Cheryl Lyons, Controller
Fisher Foods*

I have always found the service people at Socius very helpful. They have always strived to answer my questions and help develop reports efficiently and timely. A very dependable service.

