

Introducing FM Assist from IT Solutions

So your long-awaited, perfectly programmed FileMaker solution is finally up and running, but who are your users going to call for support? Or maybe you've been the go-to person in your office for all things FileMaker, but you have to get back to your real job. Who can you trust to keep your users up and running?

At IT Solutions, we don't just build custom FileMaker systems, we support them. That's why we developed FM Assist – a user support plan that adds to your existing programming support with day-to-day coverage for general FileMaker questions as well as support for your specific application. Best of all, you get everything for one low monthly price based on your number of users. So you don't have to break the bank to get the knowledge you need when you need it.

The plan includes the following:

Unlimited user support for all of your application's functionality

- 2-hour response time during normal business hours
- Secure 24x7 access to a dynamic online knowledge base
- The Top 10 issues and recommended resolutions for your system
- System administration services, including:
 - Adding/removing users
 - Modifying value lists
 - Managing lookup tables

Help with common FileMaker functions

- System navigation
- Finding and sorting data
- Importing and exporting data
- How to connect to your FileMaker database
- Storage of graphics and documents in your system

Regular Lunch & Learns at your location

- Up to 2 hours of staff training with a certified FileMaker consultant. Topics could include:
 - Open Q & A
 - A specific FileMaker or system topic of your choice
- Recommendations for frequently asked questions and common training issues
- System orientation for new users

Regular meetings with an IT Solutions Virtual Chief Software Architect (VCSA)

- Reviews of how your application can be modified to better serve your changing workplace
- Demonstrations of emerging technologies relevant to FileMaker and new versions of FileMaker Pro
- Priority support for IT Solutions development services