

Five Steps to Purchasing a Successful System

At AWS, we understand that in order to successfully sell a system, we need to get to know you, our customer. No two customers operate their business the same or have the same end goals in mind. Keeping this in mind, we feel that **ALL** of the following must be completed in order to insure project success. If any of the following are left out or trivialized, the chances of you having a useful tool are dramatically reduced.

1. Software demonstration (on-line or in person)

Before we will move forward with a sale, we ask that you spend an hour with us while we take you through a live demo of the software. Everything from weighing a truck to printing reports to transferring data to your accounting package (if possible) will be covered. The goal of this demo is to eliminate as many “surprises” as we can so that things run smoothly for you when you start using our software. For the on-line demo, you will need a high speed connection to connect to our network so that you can view our computer screen at our office. At that time, you will be able to ask any questions you might have about the software. Please reference the Interact® software page on our web site (www.awsys.com) for more information.

2. Licensing of software (sale of software)

3. Database setup

During this phase, we ask the questions necessary to help properly setup your database. This includes the setting up of prompts for the category items, set up tax codes, reports, etc. This is a critical component to any successful installation. Assuming you will set all this up on your own leads to frustration.

4. Installation and training

We assist you at this time with the installation of the software and train your operators on how to use the software most productively.

5. Support

This is a key component to any system sale. Most of our new customers are required to purchase an Annual Support Plan for the first year. All systems that contain accounting interfaces (i.e. QuickBooks Interface Module, Interact® Pro licenses, etc.) are required to have this support plan due to the technical nature of the sale. As with any new system, questions come up from time to time. AWS staffs a full support team. Our support technicians will assist you with your requests as quickly as possible.

There are many companies that can sell the software but are unable to provide the proper level of support. Unlike many of these companies, we only specialize in the installation and support of these systems. We have heard from many prospects and customers that they were not able to get timely support from the company they purchased their previous scale software from. Many times, this was due to the vendor not specializing in the software business and not having in-house expertise or dedicated support staff for the software. Many of these companies claim they install these systems all of the time. When purchasing a software system of this nature, remember to ask what “all of the time” really means and what support level they can actually provide.