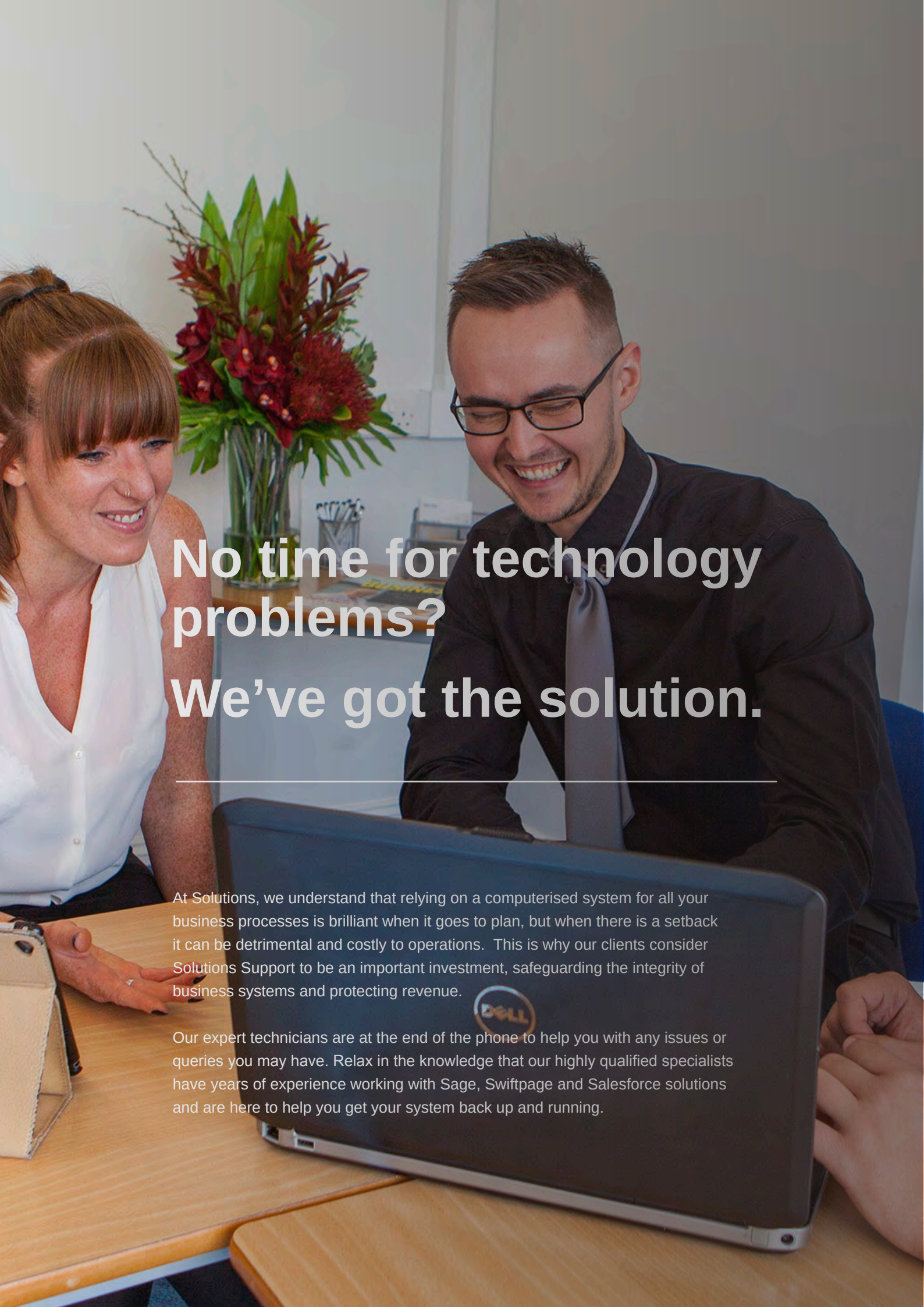
Solutions for Accounting

Solutions Support

act! DIAMOND Business Partner

Sage Business Partner

salesforce consulting partner



No time for technology problems?

We've got the solution.

At Solutions, we understand that relying on a computerised system for all your business processes is brilliant when it goes to plan, but when there is a setback it can be detrimental and costly to operations. This is why our clients consider Solutions Support to be an important investment, safeguarding the integrity of business systems and protecting revenue.

Our expert technicians are at the end of the phone to help you with any issues or queries you may have. Relax in the knowledge that our highly qualified specialists have years of experience working with Sage, Swiftpage and Salesforce solutions and are here to help you get your system back up and running.

Solutions Support

Our core product range

Sage Accounting solutions are the market leaders for integrated accounting, payroll and payment systems, supporting the ambitions of businesses across the globe, and helping them to achieve their goals and objectives.

Sage Accounting solutions:

Sage 50
Sage 200
Sage Intacct
Sage for Education

Our CRM solutions provide rich visibility into your customer relationships. By centralising data and integrating the systems and processes used by sales, marketing, service and accounting teams, we empower your staff to have more meaningful client interactions.

Customer Relationship Management (CRM) solutions:
Act! CRM
Sage CRM
Salesforce

Add-ons

In addition to our core products we also support a range of complimentary technologies which are designed to enhance the value and deepen the impact of your business management systems.

Add-on systems we support:

Expense Management
Business Automation
Credit Control
Payment Processing
Service Management
Dashboards for Sage

Customer Service Software
Document Management
Construction Management
Manufacturing Management
Warehouse Management
Retail Management

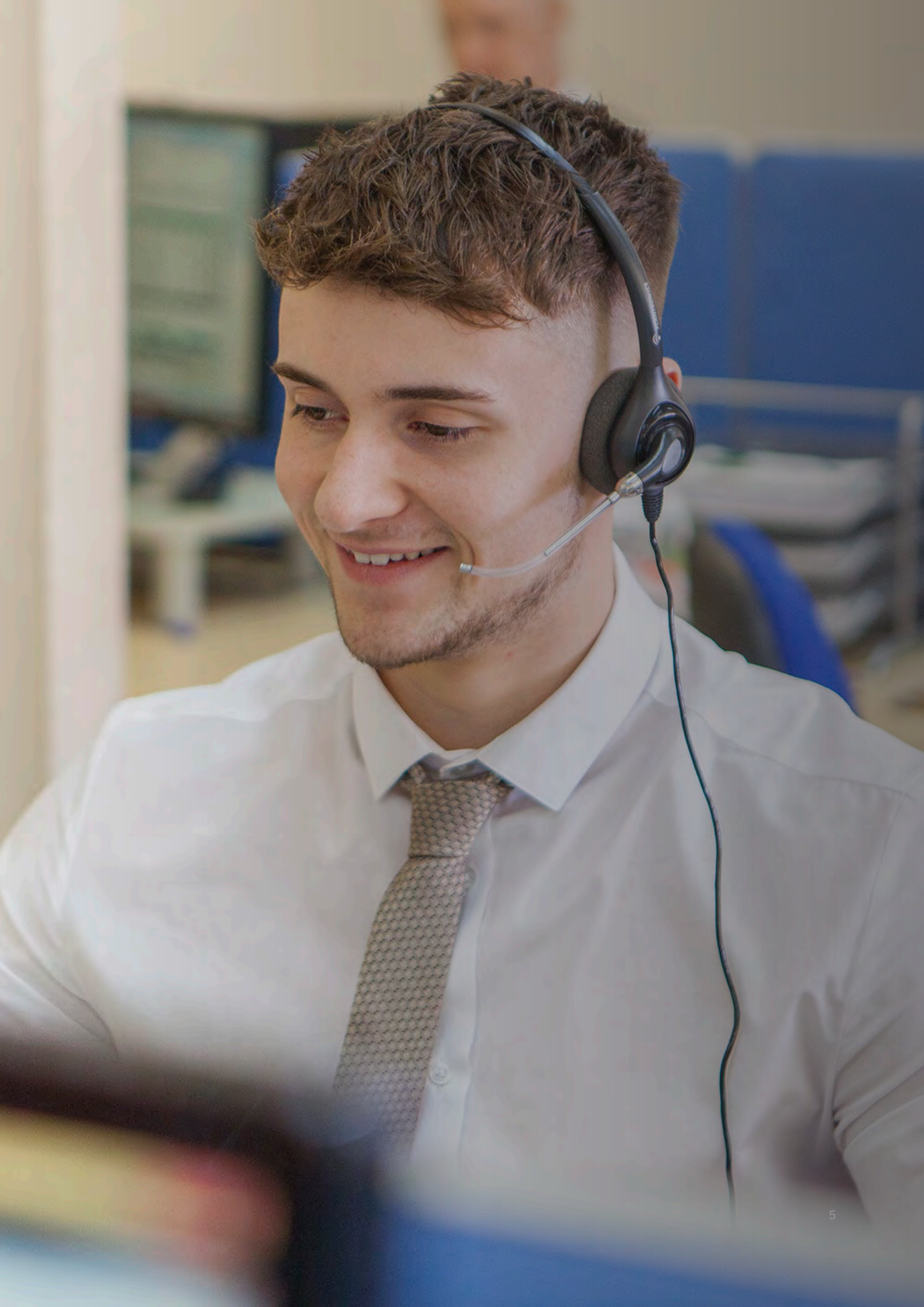
Solutions Support

We are an award winning Sage Business Partner, Act! Diamond Partner and a Salesforce Certified Partner and offer a personalised, friendly first line service to your users. Your staff will get to know our technicians personally, creating an environment of trust and understanding in which any issues are resolved rapidly.

Our Support Technicians promptly solve cases and offer premium customer service, whilst ensuring accreditations are always up to date with on-going training for new releases. This enables quality expert service from those who know the ins and outs of your product.

The team includes consultants who have decades of experience working in the accounting industry, technical specialists who are accounting accredited and consultants who have supported CRM systems for many years. This wealth of knowledge means we can better understand your queries, gauge impact and provide the appropriate solution.

We pride ourselves on providing first class customer service, and as such, we are constantly looking for ways to enhance your support experience. Our customer service representatives work alongside our support team to monitor response times, manage prioritisation and maintain open communications with your staff. Their mission is to ensure that your business systems remain fully operable at all times, and users are confident and comfortable with technology.



Report Writing/ Report Designer

We understand how important it is to create rich and intuitive visibility of business performance, enabling you to monitor KPIs and help shape best practices for staff to follow on their journey to success.

All our solutions have the capability to present meaningful real-time data in a format that serves your purpose, and our support technicians can help you to build the outputs that you and your staff need.

Whether that means designing graphical interactive dashboards, building detailed summary reports or integrating our systems with third-party reporting tools, we can help.

Don’t just take our word for it...

We would be nothing without our customers, we love to hear what they think about our services! Here are a few words from our support clients:

“Brian always gives a first class service and makes us laugh along the way!” Lisa Williams, Exel Technology Group Limited

“Very quick response times and support received surpassed my expectations. George was very knowledgeable and answered all of my questions satisfactorily.” Ian Hindmarsh, Pajunk UK Medican Products Limited

Continued...

“Bespoke report sorted quickly and efficiently with a professional manner to boot - fabulous as always!” Caroline Brennan, Prime Medica Limited

“Our issue was dealt with on the first call without the requirement for a call back. The error was rectified inside 10 minutes by Joe. Great support as always.” Mirek Tiller, CIS Security

“Takunda not only resolved the issue I called about but also assisted with other issues that were causing problems.” Heidi McGowan, Blue Castle Business Services Ltd

“Marvellous service, the technician knew his stuff and explained what he did and why. It was an absolute pleasure. I don’t call up very often, but when I do your team sort the issue out very quickly and efficiently. 10 out of 10 all round.” Robin Hall, Esheet East Anglia Ltd

“Great service from Michael who understood the problem and patiently worked through our IT system to resolve it quickly and effectively.” Peter Hill, Wildtrax Electronics

Why Solutions?

Our experts will help you through every step of the implementation process, from consultation and installation through to supporting your software and your business once you are up and running. We provide full product training to help your users get the most out of the software and to become more effective in their engagement with your customers.

As a leading Sage Strategic Partner, Swiftpage Diamond Partner and Salesforce Certified Partner, with many years' experience in delivering solutions for clients, our team can help you transform the way you do business, freeing up the valuable time you need to focus on achieving your business goals.

What makes us different?

- We have the largest support team in the channel, with 18 dedicated support technicians.
- We have a multi-award winning support team – winner of 'Sage Circle of Excellence' seven times, an award independently judged by clients based on customer service.
- We're Sage's 'SaaS Partner of the Year', recognised for our dedication to the SaaS and cloud market, guiding and educating our clients as they migrate to leading systems.
- We offer a broad range of communication mechanisms including phone, email and web self-service. This enables us to support our clients' businesses via the mode of communication preferred by each user, whilst enabling us to dramatically reduce the time-to-fix.
- Our web portal enables clients to check the status of their support case, eliminating the need to phone for an update.
- Clients have unlimited access to product specialists, there is no cap on the number or duration of support cases.
- We provide first line support for users and arrange second line support with our own development team, senior technicians, or the vendor's technical teams.
- Due to our close partnership with vendors, we have direct access to product developers to aid with deeper technical issues.
- We send regular updates and bulletins to our support clients, ensuring they are always up to date with industry and product news.
- We employ sophisticated technology, such as remote access tools, test environments and analysis software, to ensure we adhere to our Service Level Agreements.
- We measure our performance whilst resolving cases and report case resolution data to clients on a regular basis.
- Proactive support is provided via regular customer service calls to our support clients.

Our support line is available 08:30-17:30 or email support@solutionscloud.uk

Contact us

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