

# ACT Services

## Analysis of Requirements

Whether the project finishes as an outstanding success or costly failure is governed as much by the people and culture within your organisation as it is by the business and technical issues. Frequently systems are specified by the person who gives approval to the project without getting ownership and buy-in from those that will be using the software on a day to day basis. TLC can help “sell” the concept of the system to all members of your staff – by creating a system that has benefits to everyone who use it. TLC understands, and can advise on, the key issues and pitfalls that can make the difference between success and failure.

## Design

Start with the end in mind – design with the people in mind. Screens and layouts can be tailored—you don’t have to work with the drab material supplied “out-of-the-box”. Individuals can have access only to the information relevant to their job function or territory. This ensures the system is easy to learn and quick to use. TLC can build and design screen layouts, documents, sales processes and reports to meet your individual business and personal needs.

## Installation and Synchronisation

Installations range from a simple single PC up to networked and synchronised offices and remote field-based staff. Field based sales, service and support staff can synchronise” with the main database located in your head office. This keeps all remote users up to date with changes made at HQ and HQ up to date with the activities of those located remotely.

## Training and Support

Having a copy of Word on your PC won’t turn you into a best selling author. Likewise having a sales database in ACT won’t make you a top performing business – without the relevant training. The training provided from TLC not only covers how ACT can integrate with your current sales process, but also how to use ACT to improve the efficiency and effectiveness of your sales team.

## Software, Hardware and Networking

TLC offers all of the above services together with supplying all versions of ACT software and any additional add-ons (Swiftpage, Top Line Dash etc.) and associated Sage software.

TLC’s partner: PC Comms Ltd, can provide any additional computer hardware (desktops and servers), networking, set-up and installation that you may require

Together TLC and PC Comms Ltd have delivered complete ACT systems and support, tailored to specific needs and budget, to organisations throughout the South West.

