

Business Solutions > Heavy Duty Customer Services

The Customer Services division of Karmak is a comprehensive group of services, strictly dedicated to keeping your business running smoothly and efficiently. We provide a variety of customer service options that are always available to existing Karmak users.

Heavy Duty Experience, Communication, and Technology Available to You

> Installation and Setup

We provide complete services for new accounts, including file conversion and custom report setup. Our pre-live workshops provide extensive preparation to ensure your transition is as smooth as possible.

> Applications Training

Whether you are an experienced user looking for ways to increase your efficiency or a new user who needs to get up to speed quickly, Karmak offers a variety of training opportunities to help you get the most from your business system. Training options can be tailored to suit your needs and include on-site and one-on-one training, convenient webinars, and intensive classroom training at our training center and regional locations.

> Customer Support

Twenty-four hour help is available from Karmak support specialists. Our highly trained technical advisors are software and industry specialists who undergo hundreds of hours of training. Our customer service team provides you with quick responses necessary to resolve your business system issues. We have support team specialists in the areas of Accounting, Parts and Service, Systems and Hardware, and Vendor Communications.

> User Conferences

Karmak user conferences provide unique educational and networking opportunities for current Karmak customers. Every year, Karmak users from across North America meet to learn how to more effectively use their Karmak systems, provide Karmak employees and management with feedback on how we can do a better job, discuss important issues relative to their businesses, and learn from each other and industry specialists.

> Business Systems Consulting

Karmak's consultants help customers get the highest possible return on their business system investment. Our consultants are in a unique position—one that combines in-depth knowledge of Karmak's business systems with observations of the most current and successful industry business practices. Using this experience, they can suggest proven methods for increasing efficiency, growing profitability, and maximizing the use of the Karmak software.

> Customer Communications

The Karmak Compass newsletter and timely correspondence keep our customers informed of the latest developments from Karmak. Visit <http://compass.karmak.com> to view the latest newsletter. In addition, regular meetings with key management staff ensure an open dialog and ongoing partnership.

> System Updates

We provide on-going software enhancements and vendor price file updates to keep your system current. As your needs change, our technical specialists can assist you with branch adds, software additions, and hardware upgrades and warranties.

> Application Service Provider (ASP) Network

The Karmak ASP network provides customers with a business system solution that is comparable in functionality to a branch location connected to a headquarters server, without the worries of day-to-day hardware system maintenance. This allows your company the opportunity to run your business system on a secure server hosted by Karmak, eliminating additional expenses and labor associated with on-site server maintenance. Our highly-skilled technicians perform all system maintenance, while state-of-the-art security systems protect both hardware and data. Scalable for easy expansion or reduction of server needs, the ASP network helps you avoid up-front costs of purchasing and upgrading your equipment.

> Web Services

Exclusive customer web services provide online discussion boards, announcements, and interactive meetings with Karmak staff.