

# uniPoint Services

## » Supporting your Success

### Virtual Installation:

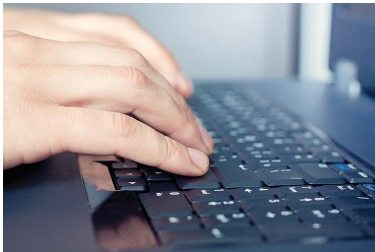
You will begin your journey with uniPoint with a virtual installation of the program on your file server and one workstation. This installation typically takes two hours, and we can help you import users, setup your Document Control Vault and set key options out of the box.

### Virtual Training Classes:

As a valued customer on active maintenance, you will have free and unlimited access to our monthly instructor-led virtual training classes. We offer two hour sessions on our core, add-on and inspection modules each month. Register for them on our website.

### On-Site Training:

Every new uniPoint customer purchases on-site training. This is mandatory because we want to ensure that uniPoint gives your implementation a jump-start and is properly integrated into your existing quality management system. Our implementation consultants are quality experts and well versed in the ISO 9001 and AS 9100 standards and will work with your actual quality records so you can learn how to load records into each uniPoint module.



### Virtual Implementation Consulting:

After the initial on-site visit, it's important to have repeated contact with a uniPoint implementation consultant to ensure that your goals are being achieved. The value of this investment is proven: We help you drive your implementation forward at regularly scheduled intervals. For two hours-per-month for six or twelve months, we can provide the following virtual consulting services to guide you confidently through the uniPoint implementation process and past the finish line.

- » Monthly backup of your uniPoint Database
- » Implementation Assessment
- » Implementation Roadmap with Go Live Dates
- » Database re-organization/cleanup
- » Monthly review of implementation Plan
- » Focused training on specific modules
- » Q&A to overcome potential implementation roadblocks

### Data Importing:

If your company is purchasing our Standalone Quality system, there may be opportunities for us to perform a one-time import of some of your quality information to jump-start your implementation. We also routinely import our customers' document and equipment libraries. All importing is quoted on an hourly basis. Be sure to discuss data importing with your uniPoint Sales Representative.

### Custom Programming:

When you combine uniPoint's quality consulting experience and programming expertise, the result is a formidable custom programming services offering. We have worked with hundreds of companies to customize their installation:

- » Modify standard Quality Reports
- » Create new Quality Reports from scratch using Crystal
- » Database re-organization
- » Create import/update utilities

### Getting Help:

There are many ways to receive help on the uniPoint Quality System. From within the application, simply hit the F1 button, and specific help for the active window will appear. This online help can be modified or printed. Telephone support is available from 8:30 am to 4:30 pm CST at 204-480-0539, ext 1 or by emailing [support@uniPointsoftware.com](mailto:support@uniPointsoftware.com)

### uniPoint Training Videos:

We offer a comprehensive list of functional videos which show how each uniPoint module works and how the modules work together to solve critical business issues. These videos are viewable 24/7. Ask your uniPoint Sales or Support rep for the link.

