




Services and Support

“We have used the Fitrix product for about a year now, and it has proven to be very stable. The Fitrix Support Staff is always friendly and at your service!”

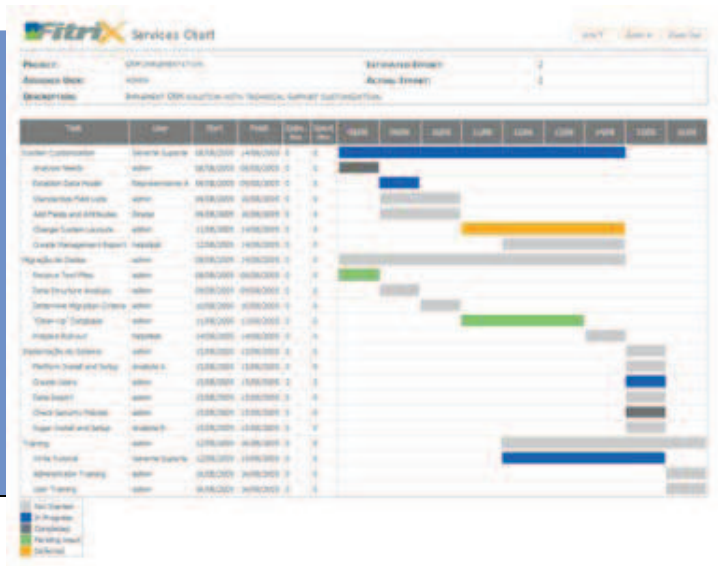
- Accounting Manager, Division of Large Corporation, Washington, D.C. Area

Fourth Generation Software offers a comprehensive range of services to help you successfully implement Fitrix software, from initial Needs Analysis and Solution Design to ongoing Helpdesk Support and Software Subscription services. Whether you're very self-sufficient, and have the resources in-house to manage your entire implementation, or want assistance with various aspects of your software project, we're ready to address your services needs with the resources you'll require.

The ability of your software vendor's services organization to help lead you and your people through the challenges of a major system implementation is as important to your project's success as the software you select. Make sure the software partner you choose will take the time to listen to your needs, understand your business and your project objectives, and work with your team like their success depends on your success.

 You might not consider your back office software a key component of your business strategy...but you should.

Fitrix Services and Support



Fitrix Services Include

- **Needs Analysis and Solution Design** – Our project approach begins with an in-depth analysis of your company's software needs and basic business issues, and evolves as we learn more about your business dynamics and management objectives. Our business analysts will engage with you and your team to identify opportunities to use Fitrix software to deliver real business impact.
- **Project Planning and Management** – Once these opportunities have been identified, a project plan is drafted that prioritizes and inter-relates these initiatives with the other components of successful software implementation. Once your project starts, our implementation professionals stay involved throughout the entire implementation process to ensure that your Fitrix project remains on track and on budget.
- **Software Installation, Customization and Data Conversion** – Fourth Generation can provide complete Fitrix software installation and configuration as part of your software implementation project, or augment your IT staff or your local IT services provider in a support role. Our seasoned professional services staff can customize your Fitrix software solution to meet your unique business requirements, and import your old system's data into Fitrix, or we can assist your internal IT professionals to do so.
- **Classroom and On-Site Training** – Fourth Generation provides quality classroom and onsite training programs for Fitrix end-users and administrators on all aspects of our products. Training courses are offered in a "hands on" atmosphere where trainer and student interaction provide a thorough working knowledge that can be used and applied in everyday business situations. Training is offered for our ERP modules, as well as the Applications Toolkit on a regular basis at our training center, or can be scheduled at your location.
- **Helpdesk Support and Software Subscription** – The goal of the Fitrix software support team is to answer your questions and address your issues as rapidly, completely and professionally as possible. In addition to the unlimited Help Desk support that Fitrix customers have available, we provide a comprehensive software subscription service with Fitrix that ensures you get the latest software updates as they're made available, plus get any new major Fitrix software releases that we publish in the future.