



Customer Care

Consulting

Eagle Technology, Inc., offers ProStart (Proteus Implementation). With its alliance partner team, Eagle can provide a complete package of expert services from new building commissioning, work flow analysis, data entry and database conversion. Eagle wants to insure your implementation is complete with minimal disruption. When you lack the internal resources to staff the project, Eagle can help you manage the project, providing the needed expertise at the right time.

Data Import/Conversion

Importing your data from an existing system to Proteus is vital for a smooth transition. Eagle makes it easy by offering data import options. You can transfer existing data (selected master files) using Proteus' Data Import Utility, or let Eagle handle the conversion. Custom conversions can be handled on a case by case basis.

Eagle's XTRACT Database Upgrade Service is a reliable solution to importing your CMMS database. XTRACT will extract data from a variety of competitive applications. Own a legacy solution? Not a problem. Upgrade to the latest version of ProTeus and bring your data along! XTRACT successfully transfers selected data from your existing database to ProTeus.

We have converted over 50 competitor's products to Proteus.

Training

A successful implementation requires trained employees. Well trained users ensure the Proteus solution is successful, and your organization starts reaping the benefits of the system immediately.

While Proteus is intuitive to use, our training takes into account your existing processes and procedures minimizing the overall impact on your organization and is adapted to fit the way you work while implementing best practices.

Premium Care Support

Premium Care Support, software revisions and updates keep your system current, with the latest Proteus version. Premium Care locks in your costs for 3 or 5 years at a fixed cost of ownership.

- Unlimited toll-free telephone technical support
- Unlimited email technical support
- Free maintenance releases
- Major releases of ProTeus upgraded at no additional cost
- Data conversions – when required
- Priority routing of all support issues