

Customer Care



Consulting

Eagle Technology offers a variety of consulting packages. With its alliance partner team Eagle can provide a complete package of expert services. This includes new building commissioning, work flow analysis, data entry and database conversion.

Eagle wants to ensure 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.

Training

A successful implementation requires trained employees. Well trained users ensure the Proteus solution is successful and your organization starts benefitting from the system immediately.

While Proteus is intuitive to use, our training takes into account your existing processes and procedures. This minimizes the overall impact on your organization and is adapts to fit the way work while implementing best practices. Training is available online or in person.



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Data Import/Conversion

Importing your data from an existing system to Proteus MMX is vital for a smooth transition. Eagle makes it easy by offering data import options. You can transfer existing data (selected master files) from a variety of competitive applications or a legacy solution. Custom conversions can be handled on a case by case basis.

Premium Care Support

Premium Care Support, software revisions and updates help keep your system current with the latest Proteus version. Premium Care Support is included with your purchase of Proteus MMX. A couple of benefits include toll-free and e-mail technical support (during business hours), free maintenance releases, major releases of Proteus upgrade at no extra cost, data conversions and priority routing of all support issues.

Looking for around the clock support? Contact us about our 24/7 online chat or phone technical support.



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