



*Know how, right now!*

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Over the years, our Agency Partners have called on us to a variety of projects. Here are just some of the ways that you use your support time:

⊙ **Training & Consulting**

We can provide basic training on most Microsoft products, including Word, Excel, Outlook, Publisher, PowerPoint and Windows. This training can be done over the Internet for one-on-one or group sessions.

⊙ **Website Design & Maintenance**

Your site is only “perfect” on the day it is launched, so it's important to keep the information fresh and up-to-date. We are equipped to provide ongoing maintenance, make minor changes or give your site a complete makeover. If you're not sure what needs to be done, we can start with a [website audit](#) to provide ideas and recommendations.

⊙ **Word Templates**

We can create Word templates from your paper applications and other forms so that you no longer have to fill them out by hand. For InStar users, we can help you to set up these templates so they work in the Custom Forms feature of your agency management system!

⊙ **Intranet Customization**

Let us create new pages for your intranet or agency website — just fax or email the details to us! We can also convert paper or electronic documents to intranet pages. We will even [host the intranet for you](#) and serve as your “intranet webmaster” if you don't want to deal with the day-to-day maintenance.

⊙ **PDF Forms**

We can add form fields to your PDF applications so you can fill them out electronically. Using the free Adobe Reader software, you can print and fax the completed forms; if you have the full-blown [Adobe Acrobat](#) program, you can even save the completed forms on your system!

⊙ **Email Newsletters**

You provide the details or contact us for a outstanding newsletter content resource. We'll create an HTML newsletter in Word for you to send out to your clients or prospects. Or, better yet, if you have an account with [Constant Contact](#), we can set up templates that match your website and even manage the mailings for you.

⊙ **Custom Graphics Design**

Looking for a certain image for your website or intranet? We can create web images, logos, buttons, clipart, fancy text, and virtually anything else you might need.

⊙ **InStar Database Audits**

Wondering if your workflows and procedures are leaving dead files behind? We will run several queries on your system and provide you with the details needed to clean out what you don't need and make the most of what's left.

⊙ **Special Projects**

We have both worked in the insurance industry for over 30 years now and know how things are done. Why not use us as your "temporary office staff" to help out with special projects?