

Intranets

Wouldn't it be great if your staff never lost time searching through binders, sticky notes and loose scraps of paper, looking for those carrier notices, procedures, meeting minutes, internal forms and telephone numbers they need? With *AgencyCentral*, this is possible! *AgencyCentral* is a fully-customizable, easy-to-use intranet system that compiles a single copy of your agency's internal information into one central location on your network so that everyone can access it through their web browser. Instead of manually distributing information to your staff, you store the information on your intranet and everyone comes to it. Best of all, anyone who can surf the Internet can use the intranet without any additional training!

Training

Our strategic partnership with Coastal Computer Clarity provides us with access to web-based training on all Microsoft Office programs. Call 978-499-2377 to discuss your needs and custom-design your own training programs!

Agency Web Sites

Whether your firm has four employees or four hundred, it will certainly benefit from a presence on the Internet. Your clients are, no doubt, looking for you there and your competitors are probably already enjoying the benefits of having their own web sites. At Intranet Concepts, our design staff has over 12 years of experience in designing, publishing and maintaining web sites. Prices begin at \$625 for a complete site. For further details, please visit www.intranetconcepts.com/websites.

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AN ECONOMICAL TECH SUPPORT ALTERNATIVE

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www.intranetconcepts.com
978-499-1897 :: 970-252-1684



Who we are...

You may remember us from the many years that we worked in the technical support department at Redshaw, which then became Delphi Information Systems and ebix.com. We have also worked in agencies running the PC-Elite system on a Unix platform. We are extremely knowledgeable in the inner workings of the system and will provide you with a low-cost alternative to the monthly support costs that you are currently paying.



What we will provide...

- Priority attention on all support issues
- Access to our online support website for your PC-Elite system, as well as hundreds of other documents relating to Microsoft products and agency operations
- Dial-in system maintenance and Unix house-cleaning tasks
- Choice of invoice options, including automatic credit card payments



Pricing information...

\$325 per month
for up to 1½ hours of service

Additional time billed at \$110 per hour,
billed in 15-minute increments

Prices shown in this brochure are subject to change without notice. Once you enroll in the program, however, the prices are guaranteed for at least one year.

Redshaw and PC-Elite are trademarks of ebix.com



Advantages...

- **Your monthly time is not limited to PC-Elite support questions...** We will help you with any issues that we possibly can. Do you have a question on Word or Excel? Are you having problems with your email? Do you want us to build a Word template from one of your non-standard applications? Call us!
- **There is no long-term contract to sign.** After the initial 3-month enrollment period, you may cancel your contract whenever you want with 30 days written notice.
- **Use us for help with special projects.** If you use more than the 1½ hours in a particular month, don't worry — we'll simply bill you at our discounted rate of \$110 per hour. Use us whenever you want some consulting or just need an extra pair of hands, but don't want to hire additional staff.
- **Weekend and evening support is available** at \$150 per hour. This provides that added security of knowing that someone is available when you are doing periodic system maintenance, archives, etc. Whenever possible, we ask that you let us know ahead of time so that we can plan to be available in case you need us.
- **We can help with your conversion to a new system.** When you make the commitment to change systems, we'll be happy to help with the conversion as well as provide ongoing PC-Elite support for as long as you need it.



What else you should know...

Since we are not anxious to defend ourselves in any copyright lawsuits, we will not, under any circumstances, make programming changes to your software code.

You should also be aware that our knowledge and access to information pertaining to download and hardware issues (ie: staging a new hard drive) is extremely limited. We will help as much as we can, but you need to realize that this is a weak area for us. If you don't have a local hardware person who is experienced with the Redshaw version of SCO Unix, we can refer you to other companies who might be able to help you with a new server or hardware component.

To sign up, download our support contract from www.intranetconcepts.com/redshaw or call us and we'll be happy to email or fax the contract to you. Service begins immediately (or whenever you indicate that you want it to start).

Still not sure? Feel free to call or email me and I'll be happy to answer any questions you might have.

I look forward to hearing from you!

Kim.

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