

## Support

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The following is the way software support normally works in this industry: You have a problem or query that you try to communicate to your agent or distributor. He doesn't understand what you're talking about because he's a sales guy (not a stair guy). He tries to communicate that to the developers. They don't understand him because they're computer guys (not stair guys). You're still waiting.

### StairBiz is different ...

Firstly, the StairBiz people you'll be dealing with have extensive experience working within the stair manufacturing industry, so they know what you're talking about. That's a huge advantage to you.

Secondly, the StairBiz *program* knows what you're talking about. We were stair manufacturers before we ever got into software, so StairBiz is not a CAD program written by CAD programmers for CAD users. It is fundamentally, from the ground up, a stair program written by stair people for stair people, with an intimate understanding of the unique quirks and issues associated with the industry and an appreciation of how every stair company is different from the next one.

We believe we are unique in this regard.

*"I cannot overstate just how helpful and responsive the StairBiz team has been in helping us customise this program to our needs."*

### On-site installation and training

For initial installation and training, we come to your factory. It generally takes between two and five days, depending on the modules you purchase, the complexity of your operation, and your current level of skill with computers. Many clients elect to get us back for a further day after a few months for some fine tuning.

If StairBiz is so easy, why does training take this long?

It doesn't, for the following reasons:

Firstly, we're being as honest as we can about these times. Some take more, some take less, but this would be average. Don't be taken in by anyone saying they can set-up and train in stair software in less time than this – it would generally mean either they're not telling the truth or their product's features are so lacking it would not be useable in the real world of stairs.

Secondly, learning to use StairBiz is not difficult and doesn't take much time at all (certainly less than comparable software). The real key to success is getting StairBiz set up correctly for the way you do things. This is important because StairBiz should ideally become absolutely central and indispensable to your business. It should become its back-bone. It should run your business (the way you want your business run).

This can only happen if it's set up correctly, and for that to happen we (you and us) need to poke into many of the major facets of your operation, and load those processes into StairBiz correctly such that it can deal with them successfully forever after.

Also, StairBiz gives you permission to start thinking about your business differently. For example, a common question during installation is "how does StairBiz cost labour" or "how does it cost materials". The answer is "any way you like". But that seems to

throw a spanner into the works for some clients, because "any way you like" when using a very fast, flexible, dedicated software system might be very different to your current manual or semi-manual system. So you may ask us to help you to develop your options, to see things from a different perspective. It's all part of "installation" (if that's what you are wanting).

Another consideration is as follows:

To be honest, the easiest and fastest route is for us to collate and enter your data into StairBiz then say goodbye. But this doesn't serve your long-term interests. It's important that we teach you how to set up yourself, and why things should be set up one way rather than another (for your particular situation).

Finally, we (while together) should ideally process quite a few of your jobs (either past or future) as part of the training process. Only by doing lots of jobs do you have the opportunity to ask all the tough questions.

So "installing StairBiz" is not like someone coming to install new gutters. We need to get to know how you do things and what you are aiming for. That's what takes the time. That's the difference between a successful long term investment in the growth and success of your business, and a software CD sitting hardy used in your bottom drawer. We believe that's what separates us from our competition.

### Phone support

Phone support is available at any time.

### Email support

StairBiz has its own Email Support window full of features to make communication with us more effective. For example, with a single click you can attach the current job, or your defaults database, or a Custom sheet you are working on, etc. It works very well, and is the preferred method of support for most of our clients.

### Connect with support

StairBiz has a built-in feature whereby you can temporarily allow us to look at your screen (and use your mouse and keyboard with your permission), while at the same time talking to you on the phone. This works well for trouble-shooting or spot training.

### Users Manual

StairBiz comes with a very comprehensive Users Manual. Every detail of every aspect of the setup and use of StairBiz is explained. Most clients never read it!

*"Communication, support and response to any issues with the software have been excellent. The StairBiz implementation and support team have the necessary expertise in both design and manufacturing to resolve any issues that we have had."*