NoExcuses™ HelpLine Support

Standing Ovation® Level Support for BPCS and ERP LX

Unbeaten Path's service objective

Simply put, our objective is to deliver a level of excellence which cannot be exceeded; we aim for a "Standing Ovation" on every project.

We accomplish that for any and all BPCS and ERP LX versions ... and ... for any modifications or customizations that have become associated with that software. In the entire history of our company, we've never given up on a problem until it's been fixed to the client's satisfaction.

Unbeaten Path's "aim for a Standing Ovation" strategy

Unlike other help-line services which assign relatively inexperienced people to telephone help-line duty, Unbeaten Path places senior people directly at the disposal of our clients. Your calls will be personally answered by a BPCS / ERP LX **expert**, not by a message taker that has never worked with the software.

Our General Manager – Technical Consulting, coordinates this program. The General Manager will respond personally to your support need, or, he will ask one of our other Senior Consulting Directors to respond with a high sense of urgency.

Our strategy is to deliver "reliably-right-the-first-time" answers to technical and application questions concerning the software. World-class consultants provide this service; these individuals have an exceptionally broad and deep understanding of BPCS and the iSeries. Sample professional profiles are available **here**.

Best-in-the-business response time

Our goal is to respond with the correct answer in less than 24 hours. Exceptions to this timing could occur if the genre of the inquiry requires a significant amount of research to prepare a thorough response. For example, more time may be required if the inquiry touches upon an area of the software which has been modified by the client. **NoExcuses** support will be available during normal (CST) business hours, unless a client has special needs for other timing.

> The majority of our technical employees are located in the Central Time Zone (CST) ... that is the same as Chicago, USA. If your company requires support in a much different time zone, we have expert resources available in Europe and our partners in the Pacific basin are also ready to help.

Money-back guarantee of customer satisfaction

The turn-around time for our help-line support responses and the quality of those responses are subject to Unbeaten Path's money-back guarantee of customer satisfaction. The guarantee compels us to assign an expert to every support project ... it's a compelling reason to believe that your support needs will always be addressed by exceptionally competent senior people.

High productivity

Our **NoExcuses** team has been serving customers for about 14 years. All that experience tends to make us very efficient at getting to the root of a bug or glitch. We've had lots of practice at this.

> *We've had a few customers call us about a stubborn bug that they've been trying to diagnose for years with no headway.*
>
> *Occasionally, a customer will tell us that they think it's only fair to warn us that the bug is probably not solvable. They try to protect us from our own money-back guarantee by informing us that the source of the bug is entirely opaque. They say, "it's OK if you want to take a pass on this one."*
>
> *We've been known to solve bugs like that before the close of business.*

We have a de-bugging tool that helps when we encounter a particularly opaque issue. In those circumstances, we ask our customer to authorize installation of a demo copy of our **Stitch-in-Time**® database integrity software in their test environment. That software was invented for IT security purposes, but it is also a powerful "find the smoking gun" device.

> The fourth paragraph of this **Saint-Gobain Ceramics** recommendation letter for Stitch-in-Time testifies to that de-bugging benefit.

Five things we're not scared of

- We've never failed to solve a problem with **customized code**. It's not unusual for us to be given a project to work on problem X embedded in code like that and while we are in there looking, we stumble over and fix problems Y and Z too.

- Unbeaten Path is comfortable handling **emergency support** needs.

  > *As we were working out a support arrangement for a new customer, they warned us that daily support calls between 5:00PM and 5:30PM would be a nightmare. They had this customer service policy: any customer order in by 5:00PM would be shipped out by air 5:30PM the same day. For years, that 5:00-5:30PM period was viewed as a daily crisis by the internal IT staff. So, before signing up for **NoExcuses**, they questioned us very thoroughly about our readiness to handle it.*
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  > *They were right. The first couple of weeks we did get a plentiful number of emergency calls in that half hour. We kept things un-jammed and orders went out on time. But then the following day we opened the code to figure out what had happened and we permanently fixed it.*
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  > *After several weeks, we didn't get calls from their shipping area after 5:00PM anymore. We sort of put ourselves out of the emergency support business at that customer.*

- We address **large development projects** in a very disciplined way. The conceptual design work we do arrives with intriguing insights and our detailed designs are crystal clear.

- **AS/SET code** is one of our unique strengths. Customers have told us we are faster/better at it than INFOR. Back in Y2K days our team invented an approach to automatically fix six-digit date problems directly in AS/SET action diagrams. We've got the only **AS/SET expert training** class and **AS/SET training materials** in the marketplace.

- Ask us to develop a plan for **24/7 support on a 365 day basis**. We will arrange to provide answers around the clock around the world.

Why not take a NoExcuses test-drive?

We'd like you to try our **NoExcuses** support now ... before your current INFOR support contract expires. We think that the quality of that test-drive will convince you that **NoExcuses** is the answer for the future. Before you purchase next year's support contract, please read this document:

"Analysis & Commentary: INFOR Maintenance for BPCS/ERP LX"

Customer reference letters

Click **here** to see an index to **NoExcuses reference letters**; the list of letters will appear in a box on the right side of your screen. Click on one of the green diamonds to see a specific letter.

Large development projects / custom programming

Unbeaten Path is well prepared to develop new iSeries functionality. We start with the conceptual design phase and can effectively handle all the development and testing steps up through user training. More information about that is available **here**.

Other professional services

NoExcuses HelpLine is one of Unbeaten Path's wide variety of **up a notch**™ professional service offerings.

Administrative information

Payment of a modest retainer fee initiates Unbeaten Path's **NoExcuses** service. After the initial retainer is consumed, on-going professional service fees are billed on a "when-you-need-it/pay-as-you-go" basis. The services are billed at an affordable hourly rate with a minimum charge of 30 minutes for each new support request. Please call us for a quotation.

Delivery of **NoExcuses** support is predicated on efficient communication links with iSeries machine(s) at the location(s) you select to receive support. Most of the work we do is via VPN. Special arrangements can be made to comply with any security circumstances.

Questions ?

It would be a privilege to answer any questions about **NoExcuses HelpLine** support. Here's Unbeaten Path International's contact information:

Toll free North America: (888) 874-8008
International: +(262) 681-3151
Send us an e-mail (click **here**)

Unbeaten Path®