

Frequently asked questions

What kind of a computer do I need?

Well, in short – any computer will do.

However, we do say if you are going to have 6 or more computers on your network and you are NOT on the cloud, then your network tech will likely strongly suggest dedicated server software with either RDPs or something called Terminal Services. You should discuss with them what they think you will need. We will be happy with their decisions.

We are happy with any version of Windows

Do you charge for support?

No, support is free – we do however require that you be running a current version of the software such that if you do have a problem we can help – thus, annual updates to the software are pretty much mandatory.

An annual update is, depending on the province – from \$500.00 to \$550.00 (plus tax) per year.

If you do need support or have a question – call us (519) 749-0374; leave a message; we'll call you back 2-4 hours during our business day; 10:00AM to 4:00PM, Monday to Friday.

How many updates per year then?

At least 2 and more if there is provincial and or Federal legislated changes.

What about training?

The software comes with comprehensive training videos.

We are also happy to provide on-line training for free –and/or – local on site training for \$500.00 per day plus travel.

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What's the difference between the Cloud version and the "local" version?

None, it's just that instead of having to maintain your own local server you use one "on the Cloud" – it's identical to the way you do your on-line banking.

We use Microsoft's AZURE servers and you connect up with a connection tool (it's really a VPN) which we supply. You can use any device (even a Mac, tablet, phone etc.) anywhere, any time. We charge per simultaneous connection. For example, if you contract for 3 connections – you can have any number of devices ready to use – but only 3 at a time. Each connection – after the first three - is \$23.00 per month plus tax.

There is no long term commitment on your part.

So then, what's the "benefit" of the cloud?

We backup your system 3 times a day for free, we install updates (they are included) and we take care of things like security and you do not need to have your own (usually expensive) server.

In short we take care of maintaining your IT resource; you will not need a network tech.

How come it's so cheap compared to others?

We have about 850 sites (300 or so on the cloud) so it's simply a result of volume.

How long have you been doing this?

About 30 years; we love what we do.

How many employees?

Four; two full time and two part-time.

Tracey does day to day support
Scott is the owner and programmer
Ashley does training
Al maintains the Cloud servers