

# simplifying IT for utilities & local government

## OVERVIEW

- 800 Toll-free Helpdesk
- Remote Access
- Software Updates
- Private Website
- Knowledgebase

## Customer Care Team— CCT



### Customer Education & Training—

United Systems welcomes the opportunity to take full responsibility for the success of your entire system— hardware, software, and all related services!

Our implementation process begins with our project managers working with your management team in developing a thorough project plan, which includes management goal setting, security and internal control review. We work with your staff in setting a start-up schedule, analyzing workflow and determining user responsibilities.

Should data conversion be a part of your project requirements, we work closely with you in consideration of timing factors and in evaluating the readiness of your staff for this undertaking. Generally, the data mapping and prep work will be done in the weeks leading up to your chosen “go live” date, then the actual data conversion will generally occur during off-hours in order to provide minimal disruption to your office operations.

There may be some cases where it may not make financial sense to pay for a data migration at all. Instead you may wish to use your internal resources and staff, particularly if you are a smaller operation. It depends on many factors, such as how long you have been using your current software, the quality of the

data within your current software, your budget, and the skills and available time of internal staff.

Education services are also offered and encompass a combination of group training sessions and one-on-one instruction for your staff. Information gathered during earlier planning sessions is then used for our instructors to tailor the sessions to address your overall training objectives, as well as your staff’s individual needs. We feel that effective training is the most vital ingredient to any system implementation.

### Customer Care Helpdesk—

Once the system is on-line, our Customer Care Team is at your service. At United, we truly realize the importance of comprehensive support services and we have assembled a customer service plan that is second to none.

Post-implementation Customer Care is primarily furnished over our toll-free telephone support lines. Our Help Desk offers users assistance with the day-to-day procedures involved in using the system. For situations requiring more advanced measures, remote access support, “ALLIANCE™ Connect”, is also available. Remote support gives our Customer Care Team quick access to your system –just as if they were on-site and in a matter of seconds.

ALLIANCE™ software updates are also provided to subscribers of software maintenance plans. Major updates are typically released once annually with minor & maintenance releases throughout a year. These updates ensure that your software is optimized and operating with the latest functionality.

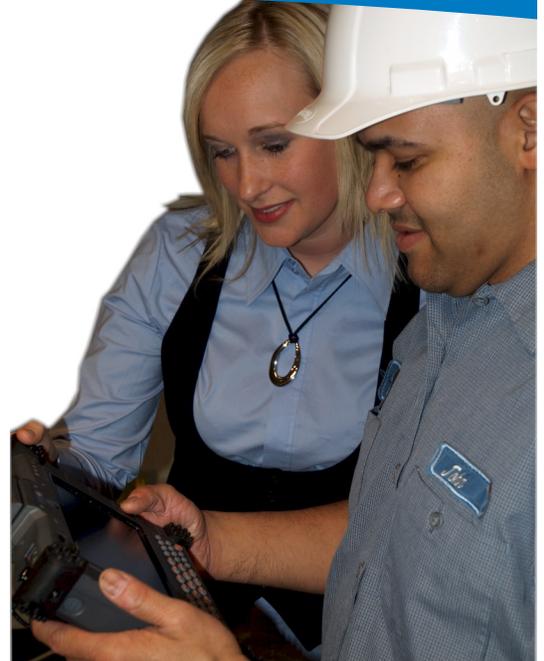
# flexible solutions for utilities & local government

## Applications

Utility Management System  
Meter Tracking  
Backflow Prevention  
Budget Billing  
Postnet  
ACH Bank Drafts  
Payment Scanning  
Service Orders  
Mobile Field Service / Work Orders  
GIS / Mapping Interface  
Calling/Notification Interface  
Bad Debt Management  
Web Bill Presentment  
Payment Import / Lockbox  
Various Handheld / AMR Interfaces  
Counter Receipts  
Credit Card Integration  
Attachments  
Manager's Dashboard  
Payroll  
Payroll Direct Deposit  
Federal Payroll Filing  
General Ledger & Budgeting  
Fund/Source  
Bank Reconciliation  
Accounts Payable  
Purchase Orders  
Inventory  
Asset Management  
Business License  
Occupational Tax  
Insurance Premiums  
Property Tax Billing  
Property Tax Receivables  
Remote Data Back-up



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## About Us

United Systems & Software, Inc. (USS) specializes in providing technology to the public sector. Founded in 1977, USS serves over 500 customers throughout the central United States. We are recognized as a Microsoft Certified Partner, Panasonic Toughbook Partner and Mobile Demand Partner.

Since 1999, United Systems has also been a distributor for Itron Corporation. We currently represent Itron within a nine state region and specialize in delivering radio-based, mobile & fixed network solutions.

For more information, visit [www.united-systems.com](http://www.united-systems.com) or call 1.800.455.3293.



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