



News from DataSys

For immediate release

Microsoft's Newswire Cites DataSys' Tech Support Model

Marlborough, Mass. – September 30, 2008

Microsoft highlighted DataSys' technical support model in a newswire distributed to its technical support professionals. Since DataSys' inception in 1996, they have delivered almost 22,000 hours of technical support over the phone, via the Web, and onsite. Its support model has been a draw for new customers, led to long-term satisfaction with existing customers, boosted morale and knowledge for support team members, and generated profits.

DataSys' 2008 support team has a combined 60 years of Great Plains experience with in-depth knowledge of many modules, operating platforms, and connectivity tools. The team includes a customer service representative who keeps the customer informed about any wait time, assists with triage, and assigns appropriate tasks to the customer.

The DataSys support team meets on a bi-weekly basis to review certain types of calls, educate each other about key issues, share information, and identify ongoing cases that might need escalation. In addition to the team meeting, the entire organization is sharing, triaging, and teaching on a daily basis with each other. As a result, everyone thinks effectively on their feet, and on the same foot, given the training investment and regard for team dynamics.

Microsoft is a highly regarded member of the DataSys support team through Microsoft's support desk and its Partner Advantage team. David Laster, a Senior Applications Consultant at DataSys, has served as the primary liaison to the MBS Partner Services Account Manager. A five-year DataSys veteran with industry experience using Great Plains, David has served on an FRx Advisory Committee, organized and documented many of DataSys' implementation processes, and leads the bi-weekly team meeting. At that meeting, David reviews open support cases for team-wide input, presents recent customer support usage trends, and ensures that support coverage is in place for each business day looking forward thirty days. He also distributes product update information, training news, and support usage reports from the Partner Advantage team. DataSys considers Microsoft to be an integral part of our success, and where appropriate, positions Microsoft's participation with customers.

DataSys, since its inception, decided not to hire dedicated personnel to staff its support desk. Instead, DataSys believed that customers would be best served by establishing a team model with a rotating, seasoned field consultant. Although support is taken seriously at DataSys, everyone loves being part of the team and customers appreciate the team's positive attitude.

Three members of DataSys' 2008 support team are shown below:



Tracy Bohush, David Laster, Michael Newman

About DataSys Corporation

DataSys Corporation, a Microsoft Certified Business Solutions Partner specializing in the implementation of Microsoft Dynamics GP, helps midmarket companies meet their objectives by improving access to mission-critical information. For over ten years, DataSys has built long-term productive relationships that benefit from a deep understanding of its clients' business and cumulative years of experience with Great Plains software. DataSys harnesses the power of Great Plains' functionality, reporting, integration, and customization capabilities to deliver a comprehensive business management solution that expedites core financials, human resources, payroll, project accounting, distribution, warehouse management, and e-business. For more information, please visit www.DataSysCorp.com.

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