

Administrative Software Solutions



Annual Maintenance Services

Administrative Interactive Management System - AIMS

Effective Implementation & Unmatched Technical Support

INTEGRATED SYSTEM

The application suite and optional modules are designed to work together for seamless workflow and user-friendly interface.

OPEN PLATFORM

A software architecture built on solid programming, flexible for on-demand custom routines and able to run on PC's, LAN's, WAN's, LINUX and UNIX based computer systems.

CONSULTING SERVICES

Annual maintenance subscription provides user support covering normal software operation during the subscription period. Refer to maintenance agreement for detailed description of covered services.

With all of the functional features and technology at your fingertips, the ultimate success of your implementation depends on the quality of the surrounding support services. Data Control takes its responsibilities in supporting the user base very seriously and employs a staff of Program Analysts with years of experience.

Our Programmer Analysts can immediately access a client's system, diagnose the problem and apply the resolution directly to the system.

Maintenance Services Covered

- Any bug or problems with the software not running as designed.
- Any questions the District might need to ask about the software and how to use it. Resolution requests are done via phone or by submitting the resolution fax request form.
- Any instruction on how to handle unique situations that are specific to the School District's administrative operations.
- Resolution request calls are unlimited.
- Assistance in normal file maintenance (i.e., a file was locked by another user or when a file became corrupt and we are able to use normal operating commands to correct the data when possible.).
- Update any mandatory State and/or Federal changes (i.e. tax tables, rates and limits.).
- Provide modifications of any of the State and/or Federal agencies reporting format Requirements (i.e. changes to the end of year W-2 or magnetic media.).
- Provide semi-annual file archiving at the end of both fiscal and calendar years.
- Membership for an unlimited number of District employees in the DCR user group meetings held several times a year.

Data Control & Research, Ltd.

8161 S. Cass Avenue
Darien, IL 60561
Phone 630.241.2202
Fax 630.241.2213

Visit us on the Web at:
www.datactrl.com



Maintenance Services Not Covered

- New software modules.
- Computer system hardware problems or networking issues.
- Operating system malfunctions.
- Adding new printers to current network system.
- Operator/user errors (i.e. This might be a situation where DCR would need to write a program routine to fix specific fields due to a user closing out the month before all transactions have been entered or to restore files due to a user running a system update that had errors and/or corrupted files.).
- Custom modifications specific to the District (i.e., custom reports, modification to forms, other program changes specific to the District.). Additional consulting fees and hourly programming rates apply at \$130.00 per hour.

Note: When an issue arises and the user is unsure whether the services to be rendered is covered under the Maintenance Services Agreement, please call our office for clarification. A clarification will be provided prior to engaging our Programmer Analyst for assistance.

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