



GEMKO Information Group Navision Customer Care Plan (CCP)

GEMKO's Navision Customer Care Plan is designed to bring to the customer a comprehensive set of offerings that assist the customer with day-to-day issues, periodic activities and planning, long term strategic planning, as well as protection of the customer's original investment.

This plan is a proactive approach to using IT to enable your business processes by:

- Fostering collaboration/planning
- *Providing expert advice/resources*

A primary goal of the plan is to minimize IT related disruption to your business by:

- *Ensuring the completion of tasks that are not normally or regularly being completed*
- *Managing workload impact*

For more information contact:

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CCP includes:

- >> Help Desk Support
- >> Six (6) User Group meetings per year
- >> Upgrade estimates
- >> Wellness Visits
- >> Quality Reviews
- >> Customer Feedback loop-continuous improvement
- >> Proactive GEMKO management involvement
- >> Transitional Assistance
- >> Discussion forum

CCP assists with:

- >> Day-to-day issues
- >> Periodic activities
- >> IT investment protection
- >> Long-term strategic planning
- >> Better utilization of your IT investment

CCP Benefits are:

Your ability to leverage GEMKO account managers and consultants to help you discuss, plan, and organize your IT strategies ***without the billable meter running.***

Feeling confident that your IT infrastructure is being looked after and maintained through scheduled wellness visits, planned upgrades, and performance forecasting. Increasing your knowledge and strengthening your resources through help desk support with guaranteed response times, employee transition assistance, access to an internet discussion forum, and the management of Microsoft contracts. Your ability to more cost effectively operate IT by leveraging GEMKO's preferred service rates and value priced service bundles.

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United Dairy Machine Corp.
301 Meyer Road
West Seneca, NY 14224
Website: <http://www.udmc.biz>

Wholesale Distributor: sanitary process equipment, custom fabrication and assembles.

Services: Quality sanitary process equipment, engineering and integration of systems, custom design of instrumentation and control systems, system installation, start-up/training, customer service, on-site maintenance, parts inventory programs and reconditioned equipment

GEMKO Solutions:

- *Microsoft Navision 3.7A*
- *Financial Management*
- *CRM/Relationship Management*
- *Distribution Management*
- *Customer Care Plan*

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Customer Testimonial:

“UDMC recently upgraded to Navision version 3.7A. The two main goals of the upgrade project were to streamline our internal processes and to gain a competitive advantage by improving our ability to serve our customers. We wanted to simplify our current system, in addition to utilizing some of the latest features such as Customer Relationship Management (CRM).”

“The GEMKO team was invaluable in guiding us through the review process and providing us a detailed system analysis that we could use as a basis for improvement. The GEMKO Delivery Staff offered many helpful suggestions that were implemented throughout the entire process. They were instrumental in customizing the Job Budget to meet the needs of our engineers and guided us through a go-live weekend that was trouble-free.”

In addition, the GEMKO Marketing Department has been extremely helpful assisting us with the development of a more formalized marketing strategy to be used in our future growth initiatives, using Navision CRM as the foundation.”

“The combination of business and technical experience that GEMKO brought to the table was a huge part of a successful upgrade at UDMC.”

- Steve Sisson/President

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