



ASSISTCornerstone

Streamline your business operations and boost productivity by taking your system to the cloud with Assist Cloud ERP. Manage your entire business with a single integrated solution for accounting, supply chain, warehouse, ecommerce, marketing, and customer support. Eliminate IT hassles and the cost of managing, maintaining and upgrading expensive hardware.

CLOUD ERP COMPARES TO ON-PREMISE

THE SIMPLICITY OF ERP ON DEMAND

Assist eliminates many of the barriers that keep companies from implementing or upgrading their ERP solution and, more importantly, enables them to focus on their core business instead of managing IT. The Assist software solution is designed to help you reduce complexity, get up and running quickly and decrease on-going operational costs.

ON-PREMISE REQUIRES LARGER STAFF

The ERP you select can have a significant impact across your entire business. On-premise ERP systems usually require large upfront investments to purchase and manage the software and related hardware and facilities necessary. Your company must have on-staff an experienced or large IT team devoted to running and maintaining the software, servers, server rooms and more.

LOWER COST, FASTER DEPLOYMENT

Cloud-based ERP systems are typically much lower in cost and deployment time because you simply implement the software to your requirements and then access it through your computer's Internet connection. Any employee can access any pre-authorized function, view or report from anywhere in the world with Internet access.

VIEW ENTIRE BUSINESS IN REAL-TIME

With all your data in one system, you can see exactly what's going on in your entire business. Assist gives any delegated employee a real-time, role-based dashboard with views into key business data across processes and departments—allowing you to make more informed business decisions faster.

DEPLOYMENT

EASIER ROLL-OUT ACROSS YOUR ENTIRE COMPANY

An Enterprise Resource Planning software system takes time and requires careful planning for successful deployment. But

cloud ERP offers clear advantages when you consider speed of deployment. A cloud ERP requires no additional hardware, so your business doesn't have to waste time procuring and installing IT infrastructure. It's much easier to roll it out across multiple regions and divisions avoiding the costs typically associated with an ERP rollout.

SCALABILITY AND FLEXIBILITY

Cloud ERP deployments can be completed in 6 months compared to the 12 months or more that it typically takes to implement an on-premise solution. Cloud-based ERP systems are easier to scale, giving you the flexibility to add more users as your business grows.

UPGRADES AND ENHANCEMENTS

DIFFICULTY UPGRADING ON-PREMISE SYSTEMS

Many companies tend to avoid upgrading their on-premise ERP software and settle on running their business with out-of-date technology. The data shows two-thirds of mid-size businesses could be running outdated versions of their ERP software. The reason for this is that new software updates and enhancements could wipe-out your previously implemented customizations with the upgrade. Which means your IT team will have to start customizing from scratch again.

AUTOMATIC UPDATES WITH ERP SYSTEMS

In comparison, cloud ERP solutions like Assist are continually upgraded so you can be sure you're always using the latest, most advanced version of your ERP software. Because of the cloud platform today's leading cloud applications are built upon, your previously implemented customizations and integrations automatically carry forward when the solution is updated without additional investment.

TRAINING AND SUPPORT

WORKING IN THE FIELD

As personnel who have not been exposed to Assist until now



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begin to learn the software, the details of your daily work environment may need to undergo some adjustments to make the installation of Assist a success. During this mission-critical step, readiness really pays off. Your project team may provide user department training prior to “going live”, and/or we can provide our consultants. Since we’ve “been there” before, we can bring a confident level of expertise to help you make this transition.

VIDEO TRAINING PLATFORM

Assist offers a easy to view readily available training platform for customers who select to deploy it. Each user can have access to a series of training videos designed to educate and train on a specific task or department. Testing accompanies the training to ensure that each user has actually viewed the training and absorbed the material.

CUSTOMER SUPPORT

The standard support agreement not only entitles you to Help Desk support, but also updated documentation, future releases and upgrades and standard software fixes as required in our normal programs. Assist offers the benefit of support to certified custom enhancements related to Assist.

When you call Help Desk, a support representative will answer and log the call, gathering the necessary information. The support representative will either answer your question immediately or return the call with a resolution to the issue. Occasionally you may need to be called back with the resolution or expected time for completion of an application patch.

The Help Desk staff consists of both functional and technical representatives. The representatives are available to answer calls between 7 am and 5:30 pm Mountain Time. For emergencies during evening and weekend hours when the Assist application is experiencing downtime and critical functions are not available, your call is taken by an answering service and an on-call support representative is paged. You will be contacted within one hour for calls that cannot wait until the next business day.