



Software & Services

SUPERIOR APPLICATION SOFTWARE CLIENT SUPPORT

Adding Value To Local Government

"The support is fantastic! In my career, I've worked with other programs and you had to beg for support. But that is never the case with Software & Services. You can call them up and if the person on the phone doesn't know the answer, they will find someone that does know the answer. Questions are always answered and they are answered promptly. I can't say enough good things about the support we've received from Software & Services. Nothing compares to it."

*Beth Fussel, Business Manager,
Washington Parish School Board
(S&S Client For 18 Years)*

"We always get an answer and we always get the problem resolved. Whenever we call, I always feel like our situation is a top priority. The staff's attitude is very positive and friendly. Very professional."

*Janelle Ingle, Chief Civil Deputy,
Sabine Parish Sheriff Dept.
(S&S Client For 8 Years)*

"I never have to worry about anything when I deal with Software & Services. They are very capable of taking care of the problem. I've always appreciated that. I know when I call with a question or a problem, it will be resolved immediately."

*"Louie" Bernard, Clerk of Courts,
Natchitoches Parish
(S&S Client For 20 Years)*

"We find that they're accessible and that's a big selling point for us. When we've run into problems, Software & Services is always successful finding answers and solving our problems. Some companies we've dealt with in the past have taken several days to get back to us. In our line of work, dealing with taxes, lots of questions need to be answered that day. We just can't wait. Software & Services always gives us service that day! We also really appreciate the support staff's patience. We have a great rapport with all of the staff and they have always been very helpful."

*Sandy Burget, Office Manager,
Concordia Parish Sheriffs Office
(S&S Client For 8 Years)*

"It's the best in the world! What I like about the support is that when I call there is a response within an hour. Whether we are in a bind or if it's something that can wait the outcome is always the same—it gets taken care of right away. They are very good about returning our calls, very prompt, very knowledgeable. I think they have the best support team available."

*Irvin "Choppy" Smith, Chief Deputy Assessor,
Acadia Parish (S&S Client For 18 Years)*

"I can't say enough about the members of the support team. They are very responsive and have become like old friends. We're very pleased with all aspects of the software and the support. Everyone has occasional problems, but the support is very good so I never have to worry about it. The team is so understanding and compassionate. We've formed a strong relationship."

*Phyllis Mendoza, Chief Deputy Assessor,
Iberia Parish (S&S Client For 6 Years)*

"Through the years, I have continued my relationship with Software & Services simply because of the support. You can't beat it. The staff is very knowledgeable and I know when I call my problem will be dealt with immediately."

*Bill Hodge, Clerk of Courts,
Ouachita Parish, (S&S Client For 18 Years)*

"I like the fact that they are always available to help us. They've helped us tremendously not only with support, but with lots of things."

*Karen Cruse, Business Manager,
Caldwell School Board
(S&S Client For 18 Years)*