



Applications Advocate Service

When conflicts arise between applications, resolving them quickly becomes critical if document integrity and productivity are to be maintained. The inability to identify the source(s) of and adequately resolve such clashes can be a frustrating, time-wasting and costly experience. *Now what?*

Flexpoint's Applications Advocate Service provides advanced technical support as well as innovative solutions for application configuration, deployment and management issues.

This long-awaited service provides escalated support to resolve issues between Microsoft Office products and the third-party applications that integrate with them. This may include the use of troubleshooting tools, creation of scripts or VBA macros to:

- *Trace the source of application conflicts with Internet Explorer and propose a solution or workaround*
- *Identify the source of a Word error as a user settings issue, an installation configuration issue or something caused by integration with a third-party application*
- *Address application management issues, such as the use of WMI (Windows Management Interfaces) to collect information on application use, settings, installation versions, etc.*

Applications Advocate Service agreements, available on a monthly or annual basis, ensure a priority response to each client support request.

Let us show you how this unique support service can help to put an end to the cycle of application frustration!

- * *Reduce downtime and increased costs associated with program conflicts*
- * *Eliminate user frustration caused by application issues*
- * *Customized solutions to accommodate specific client requirements*
- * *Resolving vendor issues on client's behalf*
- * *Analysis summary provided outlining conflict resolution recommendations*
- * *Monthly support agreements can assist with a project deployment*
- * *Annual agreements can augment IT department's support capacity*
- * *Technical assistance also available on a Per-Incident Basis*