

Centre Support

Centre is free, and if you have the appropriately trained people, they can install, convert, and train without our assistance.

For those of you who don't have extra resources, we offer a wide range of services to help you successfully implement a new student information system.

Glenn Abbey Software, Inc. offers training, consulting, implementation, custom development, and support and maintenance to schools and districts that would like to implement Centre, but are either unable or choose not to commit their own in-house technical and human resources to these systems. These services provide 'peace of mind' as you embark upon the introduction of a new student information system.

Consulting

You've reviewed Centre, sampled it and have questions or need additional information. Maybe you'd like someone to visit with you to give you an overview of the software, how it could be used in your school, what training might be needed, what hardware should you use, or how Centre should be rolled out.

Please call us at 217 793-9970 or email us to arrange for services at an hourly rate for a predetermined number of hours of consulting.

Implementation Services

You've decided to deploy Centre, but would like us to implement it. We will work with you on an hourly basis to develop a plan that includes a fixed price for implementation. Please call us at 217 793-9970 or email us to arrange for services.

Customization or Enhancements

You're using Centre, but you'd like new or customized features. We will work with you on an hourly basis to develop the plan which sets a fixed price for the cost of the customization and application development you require. Implementation services may be bundled into such an engagement. Please call us at 217 793-9970 or email us to arrange for services.

Training

You've now made the decision to use Centre to address your student management needs. Critical to the success and efficiency of your new system is the capability of all staff to learn all of its features and to employ these on a daily basis. Training of personnel is an important dimension to the installation of a new system. Glenn Abbey Software can provide training to administrators, clerical staff, teachers, and others. Using the 'trainer-of-trainers' model, Glenn Abbey Software staff will make certain staff feel comfortable and competent with Centre. In most instances, training requires no more than two or three days.

Support & Maintenance Services

We believe you want to get answers to all of your questions from people experienced with the system. Glenn Abbey Software, Inc. consultants are all successful Centre trainers and helpers.

Our consultants provide you with the highest level of satisfaction through:

- Rapid response

- Quick relief to critical problems

- Timely problem resolution

- High-quality fixes and information

This will help you to gain:

- greater reliability, availability, scalability, and manageability of your IT infrastructure
- more effective use of your limited resources & IT staff

Our support plans include:

- Phone support
- Email support
- Security alerts, upgrades and product announcements
- 24x7 access to Centre Support Online Reporting System

See our Service Agreement.

Please call us at 217 793-9970 or email us to arrange for a support contract.

{FacileForms:Cent_Support}