RAW DATA VALUED SERVICES

At Raw Data, Inc., we understand that every business is unique and can have very unique challenges. This is why we take a customer-oriented approach to finding just the perfect solution for your organization.

In some cases, implementing an electronic solution for the purposes of imaging or document management, storage, data capture, forms processing, or CD/DVD distribution requires that business processes be revised. The first step is to understand your business and then analyze your current business processes to understand where improvements can be made, both from an operational and technical perspective. We talk to management and staff members to get a better understanding of the challenges faced by the organization, current staff skill levels, and future goals and objectives. No solution is a good solution if it does not have the buy-in of the people using it. Understanding all these factors ensures we will create a solution that is not only technically capable, but also widely used by everyone in the organization.

We then assess your current technical infrastructure including other vendor applications that may be installed in your environment to plan for any problems that may occur during the implementation phase. Armed with this information, we are then able to search our many product and service offerings to propose a solution that will accommodate both short and long term objectives.

Our implementation process is thorough, yet non-intrusive. Our goal is to implement your solution quickly, effectively and seamlessly with as little interruption to your daily operations as possible.

We follow a methodology of:

- Setup/installation
- Perform system testing
- Gather customer feedback and get system approval
- Make any necessary changes/re-testing/ new approvals
- Conduct end-user and administrative-level training
- On-site roll-out of production system
- On-site availability during first day of production
- Priority availability during first week of production
- 30-45 day complimentary follow-up visit after completed system installation

In cases of system integration efforts, we work with other vendors to make sure the overall implementation is a success.

Our commitment to customer service does not stop once your solution is implemented. At Raw Data, Inc. we know that happy customers are returning customers. We are available for ongoing support. We contact our customers periodically just to make sure things are running smoothly. Our objective is to ensure that unforeseen problems do not interrupt the running of your business. We strive to help you provide the best customer service possible for YOUR customers. This is our commitment to each and every customer.

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