



# excel4business

...Excel. Efficiently.

## Microsoft Excel and Your Business

Microsoft Excel is the world's most popular spreadsheet package. The primary reason for its success is that it is equally useful to a beginner, as it is to an advanced user. It is also designed so that users can learn new skills on-the-job, with only a little guidance from more experienced colleagues.

At Excel4Business we provide **comprehensive, live support** to your employees using Microsoft Excel. If they encounter a problem while using Excel, our support services give them instant access to experienced US based consultants.



We solve problems and we solve them fast. And where appropriate, we will provide training so your employees can solve their own problems on their own. We provide the most cost-effective solution to all those hours wasted, when employees reach the limit of their Excel knowledge.

**Excel4Business. We use Excel efficiently. You can too.**

## Comprehensive Support

Excel4Business understands that Excel has almost unlimited potential and that users can encounter a very diverse range of issues while going about their daily business. Problems are categorized according to the support "type" required:

- Help with an Excel function
- Help with an Excel file problem
- Live On-screen Support
- Custom Spreadsheet Development



Users make requests through our website ([www.excel4business.com/helpdesk.php](http://www.excel4business.com/helpdesk.php)). During normal office hours, **we aim to respond to problems within 15 minutes**. Many help requests can be rapidly resolved. If a problem is more complex than initially described, we will explain this to the user and re-assign the request as appropriate.

Live on-screen support collaboratively involves the user. Therefore, when we respond to these types of support requests, **we let the user organize a call at their own convenience**, within normal office hours.

Custom development requests are by their nature, far more elaborate. We offer a strategic approach to accommodate virtually any project size. The timeline for these will be established in collaboration with the user.



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## Credit System

Excel4Business operates a credit system. This allows each business to decide on the appropriate amount of support provided to their employees, and to adjust it to match their monthly needs. Discounts are provided for bulk purchases, so please contact your representative for help in deciding what credit plan is right for your business. As every problem is different, the amount of credits used on a given request is proportional to the request's complexity:

Support Type	During Normal Hours*
Help with an Excel function	2 credits
Help with an Excel file problem	3 credits
Live Support	3 credits for the first 30 minutes +2 for each additional 10 minutes
Spreadsheet Development	5 credits for 30 minutes

*\*Normal Hour rates apply for pre-defined periods, typically 7am Eastern through 6pm Pacific time, Monday-Friday*

Pricing outside of normal hours is negotiable, and depends on whether you require a fast response. If your business has offices around the world, we are able to offer flat rate packages.

## Flexible Contracts

As your business needs change, so may your credit needs. So for this reason **we ask only that you commit to a minimum monthly spend**. We can give your business the reports you need to track your expenditure and accommodate any special requests e.g. for expenditure capping. We can also accommodate "no obligation" trials of the service.

Please contact your account representative to advise you on a suitable tariff.



## Contact

To find out more and get your employees supported, e-mail us at [reception@excel4business.com](mailto:reception@excel4business.com) today!