

Frequently Asked Questions

1. Who is ACS Technologies?

ACS Technologies (ACS) is a company founded in 1978 in Florence, SC. They began by providing software to a few local churches in the Florence area. In a few years they had expanded to include churches from all over the country. Today ACS Technologies is the leader in providing software programs and services to faith-based organizations. As a result they have over 12,000 customers and a staff of over 300 employees. They provide such services as: software programs for churches and schools; web site building tools, forms and check products; scanning products; denominational headquarters programs; large support and training departments;

2. Why did PDS and ACS form this alliance?

In order to keep up with expanding technology, we at PDS needed to expand our staff of programmers and technicians. Our staff of 17 could not keep up with the ever-increasing demands of an expanding technology. ACS wanted to provide its web site building tools and denominational headquarters software to more catholic dioceses. Since both of us used the same technology and had the same philosophy, it seemed like a very good match.

3. How will this affect our church/school?

PDS will continue to provide the same programs and service as it always has. In the near future, you will see improvements to our existing programs; and faster development time for new programs that have been on the drawing board.

4. Is PDS going to continue to produce PDS products?

PDS will continue to develop PDS programs, but with the added benefit of having an enlarged programming, testing and support staff. This will insure newer and better programs on a more timely basis.

5. Will this alliance cost us more?

This partnership will provide new and enhanced services to PDS clients that have not been available before, but very much needed by many clients for a long time. These additional services will be available for additional cost. For those that do not change their current service offering with PDS, there are no additional costs.

6. What can we expect from this alliance?

The combined staffs of PDS and ACS will insure that PDS programs will continue to be developed and improved; web based programs will be added as they are completed; new training materials; more local training centers available; less wait time on support calls; more frequent updates;

7. I have an annual support contract with PDS. How will this contract be affected?

All paid support contracts with PDS will remain the same. If your renewal is coming up, we will offer a monthly fee option that many will likely choose because it provides a way for your annual payment to be spread out into more manageable monthly payments.

8. Will I still be able to contact PDS directly?

All PDS phone numbers will remain the same. Our staff will still be on hand to respond to your calls for information and assistance. PDS will still be located in Phoenix, AZ.

9. I am currently supported by a local PDS dealer or diocese. How will this affect us?

Your local support will continue as it has in the past until you or the local dealer or diocese change this relationship.

10. What does this alliance mean for the future?

In conjunction with ACS who has a strong Web presence, we will be working on:

- a. A communication platform with the diocese or denominational headquarters*
- b. A platform by which specific information from the parish or local church can be combined into one central database*
- c. The ability to simplify the updating of names, addresses etc.*
- d. The use of the Web to provide member access to census type information, to register for events, view church schedules.*
- e. More frequently updated software versions.*
- f. Additional support access.*
- g. More training opportunities (online, etc)*