



Preferred Client Program

Enrollment Includes:



Software Upgrades



Unlimited Support



Special Services



Exclusive Discounts

ACSTechnologies®

Ministry requires an attitude of service. That's true for the type of work you do, and it's true for ACS Technologies. And unlike other types of businesses, it takes special resources to keep relationship-based businesses running efficiently. When you deal with people, you need to be accessible, to communicate well, to serve each other, to give what you can, and to know something about the people you touch. It's about building a history together and passing through landmarks together. That is the heart of ministry, and that is the heart of ACS Technologies.

Building upon its long history of service, ACS Technologies offers the Preferred Client Program to help you run your ministry while keeping up with the rapid pace of technology. It offers an unmatched variety of options to ensure your software solutions are perpetually current and professionally supported. You also qualify to receive special services and exclusive discounts. Through this program, ACS Technologies can offer your staff the assistance and resources it needs to accomplish tasks more effectively.

ACS Technologies Preferred Client Program

Take advantage of 300 employees working for you.

Your enrollment in the Preferred Client Program means you will be gaining access to hundreds of people dedicated towards helping your organization get the job done. We have multiple development groups, testing teams, and product managers working from your feedback to bring new software to you on a regular basis. We have a well-trained team of support representatives available to take your support calls and help answer questions. Plus, our knowledgeable accounting, hardware, networking, data, and mailing expertise is only a toll-free phone call away. To put it in perspective, our support department alone is larger than the entire staff of the next closest competitor. We are staffed to help.



"In our seven years of experience in using ACS, I have appreciated the company's attention – they always want to know how they can make things better. If I need anything, I know I can call!"

LouAnn, Manchester, MO



More importantly, our staff consists of individuals who personally care about what you do because of their active involvement in organizations like yours. We understand the importance of attending church, providing private education, giving to churches and other charitable organizations, and staying involved in the community. At a person level, we truly enjoy helping you succeed and consider it a privilege to empower your vision.

*"I feel this is more than just a job.
I work with each client as though I am part of their ministry."*

- Marcus, Client Support Representative



We're your lifeline when you need help.

As a client of ACS Technologies, you are never on your own. Since we opened our doors in 1978, back when computer technology was still emerging, we have always put the needs of our clients first. In fact, many of our current clients remember those pioneering years and have been with us ever since. Long-term relationships are fundamental to our philosophy and represent our steadfast devotion towards providing valuable software, support, and services.

"Thank you ACS for 21 years of hard work and dedication to help us further our ministry!"

Penny, Magnolia, AR

"We chose ACS because we realized that they had the software to meet and exceed our needs. Having the software has helped our church work at a faster pace – we really like using the programs and couldn't manage without them! After 20 years, the ACS staff has remained consistent and loyal to its clients – thank you ACS for your support!"

Randy, Memphis, TN



You'll always have our latest software.

Although numerous technology changes have occurred since those early years, our focus on serving the faith-based community has remained the same. As a result, we have established a software development and support foundation that is second to none. On a consistent basis we have kept our staff within reach of yours to listen and understand your needs, and we have equally advanced our support infrastructure in conjunction with our technological developments. Today, we provide the most comprehensive assortment of solutions in our industry and have developed a reputation of leadership in both service and technology.

"ACS has helped us provide better service to our members with the flexibility of the software. We are able to form special reports so that we can see the overall picture of who our ministry is reaching. The support staff is super at working us through our problems. We couldn't do it without them!"

Carol, Spring Lake, MI



Over 80% of ACS clients are enrolled in this program, a clear testimony to the value and services it provides.

"We feel like ACS is the best software program available, and it has the best support team. After 20 years, we are still learning, and we know that ACS still strives to be the absolute best for its clients. That feeling is so important! There are no other words to describe ACS than 'We just love them!'"

Marilu, Jacksonville, FL

Program Details



The Preferred Client Program offers much more than traditional support programs. Not only do enrolled clients receive unlimited, toll-free support, they will receive software upgrades, special services, discounts, plus many more helpful resources. With predictable monthly billing, our program includes:



Software Upgrades

- Regularly receive software upgrades as new versions become available
- Our development staff stays current with important regulatory changes affecting your organization like FASB, Postal requirements, and various IRS updates
- No additional costs for software upgrade materials such as CDs, packing materials, and standard postage
- Payroll tax table updates are available for download via our Client Portal Web site
- Downloadable revisions from the ACS Client Portal
- Web-based products upgraded automatically on regular basis; No software to install



Software Support

- Quick issue resolution by experienced, courteous support representatives and individualized case history tracking
- Unlimited toll-free telephone support: open from 9 a.m. until 8 p.m. Monday - Thursday, and from 9 a.m. until 6 p.m. on Fridays Eastern Time
(Unlimited means there is no limit on the amount of time or the number of contacts made to support each month.)
- 24/7 online access to knowledge base, tips & tricks, and self-service support on the Client Portal
- Live online chat with support representatives during standard operating hours
- Support via email is available during standard operating hours
- Remote assistance service, using a Web-based desktop streaming application to communicate between your computer and ACS representatives
- Web-based self-service support ticket entry



Special Services

- Free Web site strategy assessment
- Online access to 2 free training tutorials per month
- Free subscription to ACS Technologies' Vision® Magazine – a publication that helps empower the vision of our clients
- Monthly email newsletter containing helpful information for your ministry
- Web-based client profile management
- Exclusive offers and special announcements only for Preferred Clients
- Online tracking of shipments



Exclusive Discounts

- Guaranteed at least 10% off any additional ACS software purchases
- Special pricing for custom Extend™ Web site designs
- Discounts on annual Convention registration
- Preferred Client Reward Dollars to use towards purchases
- Additional offers and special promotions

We're here for you!

"We used another software package before ACS. It wasn't user-friendly and the manuals were hard to follow. Plus, the support was never there when you needed it. That's all different with ACS. ACS offers hands-on training and their support staff is unparalleled. They usually give you a solution on the spot, saving us time and worries."

Susan, Irmo, SC



Your organization will benefit greatly from the additional products, support, and services available through the Preferred Client Program. This multifaceted program is truly the preferred choice. Our clients remain in the Preferred Client Program to keep their software current and to receive several exclusive benefits, and we are confident you will be pleased with the program, too. If you have any questions about your enrollment status or would like to express interest in this program, please contact ACS Technologies or your Sales Consultant today.

Please call 1.800.669.2509 or email us at solutions@acstechnologies.com

Program Benefits

Software Upgrades

- Annual software upgrades
- Updated payroll tax tables *(updated as necessary)*
- Downloadable revisions
- Automatic upgrades for Web-based software

Software Support

- Unlimited toll-free telephone support
- Unlimited email support
- Unlimited live online support chat
- Well-trained support representatives
- Case history tracking
- Remote desktop assistance service
- 24/7 access to online knowledge base
- Web-based support ticket entry

Special Services

- Web-based client profile management
- Monthly client email newsletter
- Web site strategy assessment
- Online access to 2 free training tutorials per month
- Track shipments online
- Priority queuing with Data Services

Exclusive Discounts

- At least 10% off future ACS software purchases
- Discounts on additional online training courses
- Special pricing for custom Extend™ Web designs
- Preferred Client Reward Dollars

"ACS provides us with so many capabilities we didn't have before. I especially like using ACS for creating reports, but support was what sold us on ACS. Everyone we talked to spoke highly of their service and support. The same has been true for us. ACS is great!"

Becky, Albany, GA

"I have never been on the phone more than 15 minutes to solve a problem. I've always been able to get problems solved quickly and efficiently. I've enjoyed working with ACS."

Shelby, Raleigh, NC



"All the service received by your support staff has been superb! I greatly appreciate you."

Jean, Seattle, WA

"I have a new appreciation for all that goes in to keeping us 'up and running' everyday of the year. The people of ACS make the difference. Thank you for your commitment to excellence in church management information systems."

Ken, Easley, SC

Support Hours

Unlimited Phone, Email, and Live Chat Support available during the following hours:

- 9 a.m. until 8 p.m. Monday - Thursday
- 9 a.m. until 6 p.m. Friday
(Eastern Time)

We're here to help you. Just ask.

All new clients are enrolled free for 90 days, no obligation. Please contact ACS Technologies or your assigned Sales Consultant for questions regarding enrollment status or interest in the program.

Sales: 1.800.736.7425

Support: 1.800.669.2509

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