



TIMBERLINE® OFFICE

## Certified Consulting and Training Services

Choosing a software system is a major investment. Like most companies facing this decision, you've put a lot of time and effort into evaluating how the software can meet your company's specific needs. The software you choose must help your business control costs and maximize revenues, but it should also include resources that help you use the software to its fullest potential.

At Timberline, we believe consulting and training services are probably the most critical resources available. Because consulting services are so vital, Timberline has developed its own certified consultants and trainers program to ensure that clients have access to the most qualified professionals to assist with software implementations, training and other services that are unique to your business.

Our consultants and trainers have a strong industry background and have completed comprehensive certification training through the Timberline certified consultants and trainers program. And to ensure they remain current with Timberline products and practices, they must renew their certification annually.

After the initial software investment, most clients use our certified consultants to assist with implementations. A consultant's expertise in implementation planning, needs analysis and conversion scheduling can speed the installation process significantly. In fact, a Timberline Certified Consultant can help new clients meet implementation goals and, typically, reduce implementation time by as much as forty percent. Clients also rely on Timberline certified consultants and trainers for software instruction, specialized services such as designing custom reports and building databases, and continuing education on software enhancements and new Timberline products.

Members of the certified consultants and trainers program receive the tools and support resources they need to provide Timberline clients the quality assistance they expect:

- Access to senior-level technical support.
- Technical bulletins to keep current on the latest software and industry issues.
- Website dedicated to consultant/trainer support, including notices of software updates, knowledgebase and a forum to connect with other Timberline certified consultants and trainers.
- Certified Consultant and Trainer Conference—an annual event providing continuing education opportunities.

For more information about our certified consulting and training services, contact your Timberline Solution Provider or Timberline at 503.439.5146.

*Your Timberline Solution Provider:*

TIMBERLINE®

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