

Big Hairy Dog – Training, Support & Service



Project “Kick Off” meeting is what we call our “intro call” that is a single hour meeting including your assigned personal trainer, our Service Group Manager, and your sales rep or VP of Sales Karen Page. The call must include from the client’s side a “system administrator” who will be the point person for the project and who is going to take responsibility for learning the Retail Pro POS system front to back. They are to be the trainer that will train the other staff members although we offer to record the trainings and they are open to the masses for the customer to have as many people cross trained as possible.

Planning is often started by our VP of Operations collectively with your personal trainer. Our trainer has possibly installed more clients in his 22 years with Big Hairy Dog and Retail Pro than any other trainer on the planet. His expertise will make this project a success and his deep understanding of Retail Pro will result in a clean and successful installation.

Data conversion & Migration: if needed we can help to secure a backup of clients data to evaluate first and then help determine if an import is in the customer’s best interest. Of course it can be done, but should it be done is always the question. We will evaluate & review our findings to help determine if the data can be imported successfully. Sometimes it just needs some simple cleanup prior to the import into RPRO. We will help migrate or import data through evaluation and direction. If it is determined that the data needs clean up or new entry from scratch, we will train the customer for data entry.

System setup and configuration on-site: Installations are most successful when the client purchases hardware from Big Hairy Dog. All hardware offered by Big Hairy Dog has been tested and approved to our high standards. We offer a 24 hour next day replacement warranty that keeps our clients up and running should anything unforeseen happen. Our technicians set up PC’s at Big Hairy Dog and partition the hard drive, ghost the system for recovery, and install Retail Pro with drivers, etc. If the IT staff is willing to help we will show them how we ghost the drives and prepare them for helping with this roll out to make it that much faster. We typically go on-site and setup hardware although it can be done by phone if it’s a smaller configuration.

Testing: All hardware is tested for 14 days prior to shipment. We “bench test” all equipment to make sure we catch any issues prior to delivery and installation. Again, if hardware lands and has an issue we warranty to replace that unit in a 24 hour period. Big Hairy Dog will issue a call tag and pay to have the hardware brought back in and a replacement unit shipped red overnight to you. The technical time is no charge. Any hardware that the customer would like to use we are happy to test as long as it falls within Big Hairy Dog opt/min hardware guidelines. Beta Testing of the system in a controlled sandbox environment will be offered at no cost to the customer. We are happy to prove ourselves!

Training = Happiness! We train the trainer and we offer FREE refresher training FOREVER (per major version such as Retail Pro) for your sysop once he or she has gone through our training process. We want there to be an expert on staff. Training consists of twelve 2-hour phone appointments. There is no limit to the number of people who can attend the training sessions.

System Documentation is provided in 2 bound manuals for hard copy, e-manuals, and contact sensitive manuals built into the screen. For example, by simply pressing F1 in a purchase order it takes you to PO's in the documentation and asks you what you want to know about Purchase Orders. The trainer helps to make tailored "cheat books" for the registers and backroom functions. We record the trainings and we have also made hundreds of 2-3 minute digestible videos allowing easy access on topics like physical inventory, receiving, mobile POS etc.

Post Implementation FREE services are provided by the assigned personal trainer and our VP. We hold hands through the entire process. Post implementation services are really just another way of saying "work in progress". We are never done. We offer free webinars for training to keep our clients learning more. We offer free e-mail support, free tailored videos for your staff with a topic of choice, free blog, free question and answer board, free searchable knowledgebase of 25+ years of tech answers so you won't need us at our hourly rate.

We don't force customers to pay annual support contracts year-to-year for the rest of your life. We work ourselves out of a job to a certain degree. We "train the trainer". We give a free knowledgebase of step-by-step answers to the errors or tech problems we face so you can first try to help yourself, if so inclined. A Big Hairy Dog technician or our VP of Operations would travel on-site prior to or for the go-live and hardware installation. Our VP of Operations oversees all larger store installations such as 10+ store clients who would qualify for VIP support and service with direct install attention.

Big Hairy Dog's Company Methodology pertaining to Project Management: Officially Big Hairy Dog does not use the term "project manager", although you would have a senior personal trainer spearheading the roll-out plan step by step including deliverables for the client. The trainer will work closely with your sysop to map out the milestones and the roll-out-plan. We will develop a tailored roll out plan after the detailed discovery meetings have been completed.

We at Big Hairy Dog are excited to be partnering to provide Tier 2 support. We believe that our collective experience and sizeable support staff will make for an invaluable resource for years to come. Our motto here is "break every rule to take care of the customer", so you can be sure that we will do everything possible to ensure that any calls routed to us are resolved as quickly and efficiently as possible.

While we are available around the clock when you need us, it is important to be aware that they banked hours on account will be used up at an accelerated rate outside of our Standard Hours of Service. Having said that, it really does mean that if you need us on Thanksgiving or Christmas Day – we are there for you!

“Standard Hours of Service” means the following time periods:

Monday through Friday	6:00 A.M. to 6:00 P.M. Pacific Standard Time
Saturday	9:00 A.M. to 5:00 P.M. Pacific Standard Time
Sunday	9:00 A.M. to 2:00 P.M. Pacific Standard Time

After Hours Availability is possible at a higher technical rate as well as “rent a tech” options –

The hourly rate for standard technical support rate is \$150 per hour and after hours or weekend support bills at time and a half. VIP rate for Colt Riley is \$240 with current Software Assurance and a senior tech will bill at \$210 per hour against bank of pre-purchased hours.

These hours are subject to change upon notice from Big Hairy Dog.

Big Hairy Dog support is also continually evolving. We have a Knowledge Base that has 25 years of documented solutions to problems derived from work with thousands of clients. As we work with your company we will not only provide stellar technical help, but will continually look for ways to make our interactions more efficient and cost-effective for you. We are often told that we work so hard at what we do and are so good at it that we literally work ourselves out of a job. Though it seems counter intuitive, it is actually a source of pride for us.

We love feedback! As you work with us, if you ever notice any areas that we can improve in – please be sure to let us know. We truly do view this as not just a vendor and client relationship, but as a partnership. We want to help your business grow and we want you to thrive.

While we do understand that our partnership will begin with you already having your bases covered in terms of hardware, we do highly recommend that you consider us for any future hardware needs. Purchasing hardware from Big Hairy Dog not only saves you money in the short-term, it is also a good decision long-term as well. When our technicians are working with hardware that was set up/tested here the calls tend to get resolved more quickly and because the hardware we sell tends to be best in class, you will even see the quantity of hardware related calls go down.

Some General Support Guidelines to Keep In Mind

- ❖ Calls - When you experience technical difficulties and need to speak with one of our software technicians, always call (916) 368-1070. This phone number is your life support when you are having problems. Please post it where you and your employees can find it.
- ❖ Weekdays—if you call in on a weekday, our tech receptionist will answer the phone. We will need the following information: The name of your company, your name and the problems that you are experiencing, the phone number where you want the software technician to call you back, and whether or not you can make a sale.

- ❖ Weekends—if you call in on Saturday or Sunday, you will either get a tech that answers the phone or voicemail. If it is voicemail, you must be extra careful to leave the phone number where you want them to call you back. If you can't make a sale, please emphasize that. We consider this a **“down call”** and take the call with priority.

Technicians are available Saturdays 9am-5pm PST and Sundays from 9am-2pm PST.

- ❖ Tech calls are taken -in the order they are received.
- ❖ Down Calls—if you can't make a sale it is what we call a “down call,” whether you get a tech receptionist, a tech or the voicemail answering the phone, you must make sure if you are “down” to emphasize this fact. Down calls are taken immediately, even if we need to excuse ourselves from another tech or training call to take that more critical call. It is a courtesy we provide all of our customers so if you are being helped by one of our technical staff and they tell you they must call you back because another client is down, we hope you understand and it may be useful if it ever happens to you.
- ❖ Technicians vs. Trainers—

Trainers are the “proactive” side to our technical support. They teach you *how* to use the system. You have a trainer assigned to you and we do our best to make sure that trainer is available for all of your company's “how-to” questions.

Technicians are the “reactive” side to our technical support. They fix your computer; hook up your printers, and get you back up and running if you ever experience issues. They do not answer “how-to” questions. If you ask them question on how to do something, they will most likely get you to our customer service department so they can schedule an appointment with your trainer.

When you call into technical support, the tech receptionist will do his/her best to assess what you need. If they feel it is training and that you are in need of answers about the system, they will get you to customer service. If he/she feels you need a technician, you will be given to a technician ASAP. If a technician is not immediately available, you will be put on our “tech board” and given an estimated call back time. If a technician can't call you back at that estimated time, the technical receptionist will stay in contact with you directly to give you a new estimate for the returned call.

- ❖ Training Appointments—We at Big Hairy Dog are typically scheduled out much like a good heart surgeon anywhere from 3-8 weeks with our training appointments. Anytime you think you need to speak to a trainer, it is always best to call immediately and schedule training. We would rather you have the appointments on our books than to not have them when you need them. All we ask is that you call 24 hours prior to the appointment to reschedule or cancel (see our cancellation policy). **Remember, training = happiness!!!**