

How Does the Level of Service Impact Your Satisfaction With Your Accounting Software?

Insights into the service and support offerings of GMS and business software providers alike

In the initial months when you are starting to learn how to use accounting software, and you are just getting used to all the features, there are bound to be questions that come up. Whether it's something about how to generate reports, how to view payment history, how to get ready for year-end preparation or how to add on employee details to people on your staff, there is likely to be a moment when you are completely stumped and don't know what steps to take to get out of a dilemma. How much confidence do you have in the service and support staff who are working specifically to answer all your important questions? Have you had poor experiences with customer service in the past that lead you to solve problems on your own instead of consulting with others?

Depending on the level of difficulty and the urgency you are experiencing with wanting to get your problem solved, the best solution is often as simple as a phone call, or going into an online chat portal to get your question answered right away. Are you experiencing an ongoing problem, and the first time you called

in for assistance, the service rep couldn't give you a clear answer?

That can often be a big turnoff when it comes to turning to the service team for any future issues that you need help with. Each and every time you inquire about a problem, the job of the service team is to get your problem answered as clearly and quickly as possible so they don't take too much time out of your busy work schedule.

What is often underrated about the notion of quality support is continued and ongoing assistance. Initial training is simply step one of the entire software learning process.

Often times it can be stressful when the service rep who responds to your initial inquiry cannot fully answer your question and pass on your impending question to a more 'senior level' service rep who is supposedly more knowledgeable and up to speed on all the latest software features.

Given the experience and qualifications of each and every member of the service and support staff of a company like GMS, there will never be any bouncing around of any phone calls or chat inquiries. Every inquiry that you have can be handled with an equal amount of integrity and promptness, as all service reps have years of experience under their belts handling the functionality of the GMS accounting platform. Given how many different features are incorporated within the GMS system, it is by no means meant to be outright simple to understand from the get go, especially for those of us who are less computer savvy.

There is often an easy step by step process to follow when you are first learning any software, which can be communicated very thoroughly by a service or support rep, both in person and over the phone. For those of us who have no familiarity with any of the popular brands of accounting or financial software, and are intending to use the software as a regular part of their work routine, it would be advisable to look into attending a training session if you feel the need to become as knowledgeable as possible on the product.

If the accounting system is only something you and your colleagues deal with periodically, a training session can be very valuable as a way to refresh your memory on what tactics and strategies you should be using so that you have a very easy time going through the system from one task to the next. When you make the switch to an accounting system, the transition

should be one that is simple and stress free, so that all your historical accounting data is readily available along with the data you are compiling within your new system.

There are a number of smaller organizations who do not experience a great deal of turnover and do not have to worry about training new staff people, however if you are part of a larger nonprofit, the level of training and support that you need is a lot greater than you might think. You may be part of an organization with a couple accountants who have mastered the software and are capable of teaching it to anyone in a matter of hours, however there may be some features that they do not use very often that would require the attention of service rep. GMS is a company that

Even those who have mastered an accounting program might be lagging in teaching the system to their new colleagues, and that is why the value of customer support is so high.

stresses the importance of an ongoing training & support program, as this is a highly efficient and proven system of getting to the bottom of issues that any and all customers struggle with.

Today there are a number of larger software and hardware based companies who have a large team of support reps who are all equally knowledgeable and experience, however the personal attention and consideration the GMS team puts in is hard for any company to match. The accounting and financial activities that any company undergoes are vital to all those involved with the organization, and it is no wonder that GMS has put so much effort into ensuring that all customers have confidence and faith in their ability to understand the system as a whole. It is important to be certain that your colleagues who are using the software have just as good of an understanding as you do of all the features you are using, even those that are only required periodically through the year.

If you work for a nonprofit organization that holds a number of group meetings where collaboration is just as important as anything, then you are likely to find that if any member of your team is lagging in their understanding of the topic, it can be very challenging from that point forward to have a meaningful discussion. Some of your colleagues may be veterans in the accounting field or tax experts and may be slow to adapt to the new software you acquired or new features of the software that you just began to use to keep up with your organizations changing needs. As technology is changing and platforms that your data is on is changing at the same time, there is a period of adjusting where you adapt to the changes, however you should be sure that all your accounting data is easily accessed no matter what platform you are relying on.

Auditors often times will need to pull up a number of different reports and data entered into your system, and thus knowing how to pull up this information and knowing how to easily access it is going to be critical. A number of processes that you are undergoing are document heavy, and a big advantage of having the use of a software platform is the ability to manage and track where documents are being stored, so you have the ability to easily examine and analyze documents that are being updated frequently.

Perhaps you have experience using a couple different accounting software systems, and none of them have met your expectations for one reason or another. This experience is obviously valuable in making it easier to learn new software without having to consult with a service rep or anyone on the support side, however each system varies across the board in their total package offerings. Accounting systems often vary according to the industries they serve, the applications and integration abilities they have, and the customization they offer.

There are industry experts and consultants in the software field who can help an organization identify what their core accounting needs are and what platform is most suited for their technology requirements and specifications. If you are unsure what type of functionality would work best for you in the way of fund accounting, activity accounting, grant & contract accounting or whatever it may be, GMS will work with you to define what your financial and accounting needs are, to then identify if your specific needs can be met using the particular features that are all included in the system.

For more information, or to register for an product demonstration of GMS, please visit www.gmsactg.com or call 1-800-933-3501