



What exactly is.....

Polaris ASP?



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A different way to manage your technology

Polaris ASP is an entirely different way to run business computer. Instead of buying and managing servers and equipment - and instead of hiring a computer staff or consultants, Polaris ASP handles everything for you.

We become your Information Technology department We become your IT department - your server, your help desk, your trainers and your means of connecting users that work from anywhere. We eliminate all the costs, responsibilities and headaches that come with buying, setting up, and managing your business computer system.

Applications and data delivered from our data center

For a fixed monthly fee - as little as \$150 per user (AERA Membership required) - your employees login from anywhere onto the Internet. They'll be connecting to our dependable and managed data center, not a local server at your office. Once logged in, users can access Polaris ASP. Users run Polaris ASP exactly as if they were loaded on their own desktop by simply clicking an icon. The functionality is so seamless it's almost impossible to tell the applications are being delivered by our off-site data center.

Login anywhere; operate centrally from multiple offices

This model of delivering Polaris ASP allows you to login from anywhere and operate centrally from multiple offices. It also lets Polaris Information Systems manage and host all of your systems, leaving you free of maintenance cost and responsibility. This means no upgrading hardware, no managing servers, no fixing workstations and access from anywhere. All you need is a browser connected to the Internet and the rest is provided by Polaris Information Systems.

All your technology completely taken care of

Your technology is completely taken care of. Your data is 100 percent secure; you'll never have to clean up damage caused by some rogue virus; you'll never have to restore from backup or protect your data from intruders. You'll never have to worry about a sick employee who can't log in from home, or users wasting time figuring out how to correctly use their software. Our support people are ready to instantly walk you through any issue or question they may have. With Polaris ASP, it's like having a full-time expert on staff, ready to answer any question, at a tiny fraction of the cost.

Innovate without risk or hesitation

Just like large companies have their own in-house IT staff to listen and respond to requests for new systems, better ways to do things, new ideas - you have us. Polaris Information Systems has an entire department devoted to custom solutions - integrating components, developing solutions from scratch, customizing software, and more. You tell us what you need and we deliver. You pay only for results, and only when you're **100%** satisfied with them. There are no risks and no surprises. It's all part of what we deliver.

Cut Your Costs

Replacing the need to manage technology onsite

Polaris ASP replaces the need to manage technology onsite. Because users login to our servers, you don't have to own or manage your own. Many of our clients keep their existing servers as backup, or use them as workstations. The point is that the costs associated with managing their computers are eliminated.

The list of responsibilities is long

The cost and expertise needed to manage onsite technology depends on the size and kind of business you operate. Still, all computer systems need attention: daily and weekly backups, software maintenance, reinstalls, security settings, hard drive failures, memory upgrades, RAID management, log files, software updates, etc. The list goes on and on.

No IT staff or consultants

Companies that take their systems seriously deal with these issues and the escalating costs surrounding them. That's why part-time IT staff and consultants are often the only solution for so many firms. They take care of servers, network equipment, user workstations, firewalls, backup, user support, fax systems and a lot more. Polaris ASP eliminates these costs and responsibilities.

One fixed bill for all your systems

The only other cost you'll have when you sign up with Polaris ASP is your Internet connection. You'll never have to upgrade your hardware. You'll never need a costly Wide Area Network or Virtual Private Network to connect multiple offices - or to work at home. Not only that, but you'll never need to worry about downloading viruses, backing up systems or managing a firewall. Just get online from anywhere and we'll do the rest. For a fixed monthly fee, your software will always work; your data will be safe; you'll have access from anywhere; and you'll be using systems that are far superior to the onsite alternative. We guarantee it.

Work from anywhere

Work anywhere

If you can access the Internet, you can access your data and applications. You and your employees can login from anywhere in the world.

Applications and data delivered from our data center

Polaris ASP differs from the traditional office network environment because

- (1) the server is no longer in your office, and
- (2) we use the Internet as the physical connection between the user and the server.

Although transparent, your software runs from our secure data center. It's precisely this model for delivering the application that allows you and your team to work anywhere with an Internet connection.

A single virtual roof

Again, the beautiful simplicity of Polaris ASP is that you'll be able to login to your systems and work exactly as if you were sitting behind your own desk. Users can be spread across the globe, each working from a different city. By using Polaris ASP, when they login, they're all under a single virtual roof: same applications, same file system, same everything.

WANs and VPNs made obsolete

Until now, Wide Area Networks and Virtual Private Networks were the only available options to connect multiple locations. But when compared to Polaris ASP, their limitations and high price tags make them obsolete. With absolutely zero investment, your systems will be accessible to all your users, all the time.

Secure 3rd party access for your accountant

In addition to your firm's employees, it's easy to allow outside parties secure, selective access. For example, you might want your accountant to have access to your accounting data. Accessible systems are a powerful tool that helps organizations get a lot more accomplished. With Polaris ASP, you decide who has the right to use what.

Unparalleled Customer Support and Training

The sum total of each team member

The effectiveness of any team can be measured as the sum total of each member's output. By giving each employee in your organization instant access to technical assistance, Polaris ASP..:

- Saves you time
- Increases productivity
- Ensures optimal use of your systems
- Keeps your client's happy
- Makes your company more effective

It's like having full-time experts on staff

In a perfect world; every company would have software experts on their staff answering the myriad of questions that arise daily in any work environment. Polaris ASP gets as close to this ideal as humanly and technologically possible. With Polaris ASP, it's like having a full-time expert on staff, ready to answer any question, at a tiny fraction of the cost.

Telephone and screen-sharing support from anywhere

Polaris ASP provides your employees with instant telephone and screen-sharing support from wherever they're working. A support person will instantly walk them through any issue or question they may have. As part of the process, our support staff may request access to view the employee's screen. If granted, our support person and the user will work through the issue together, each looking at the user's screen with both being able to use the mouse and keyboard. - It's as if our support person is sitting right next to them.

The list of questions is endless

Most users aren't familiar with every nuance of the programs they use.

- How do I create an invoice?
- How do I create a PO?
- How do I bill a core charge?
- How do I enter a customer?

The list of questions that arise is endless. Many users spend hours experimenting on their own. Not only is this an expensive waste of time, it often ends with the user performing the task incorrectly or less efficiently.

Response Time

There are no hold times. Support phone calls are answered immediately by our staff. Off hours, users call an after hours emergency number to contact a human being.

Availability

Calls are taken weekdays 8:00 AM - 5:00 PM EST. After hours support is 24 hours per day, seven days per week.

Unlimited support requests

There is no limit to the number of support requests for any client.

How do I get started?

Getting started is simple

If you have a broadband provider, then just sign up. Call us at 800/221-1991 between the hours of 9am and 4pm EST to discuss your individual setup. We will take it from there!

Once the setup is completed, basic training is next

Once your initial setup is completed, Our expert trainers take over. Since we have the technology to see your PC screen, we can also control it with your permission. This makes telephone training as easy as if the trainer were on-site with you. Beginning training includes the basics such as....

- Logging on
- Creating an invoice and purchase order.
- Running reports
- Creating a job in the shop and tracking it.
- Processing a core return.
- And much more!!!

2 important sessions are all you need to get started. These sessions are included in your monthly fees.

What if I have some data I would like to use?

Just send it to us!

Polaris ASP can import parts, customers, suppliers, labor rates or practically any kind of data you wish. Importing data makes it easier to use Polaris ASP because the data is yours and getting started becomes that much easier.

Do I need data to get started?

Absolutely not! Polaris ASP comes with its own "templates" so parts and labor can be sold and tracked instantly. You can decide later to import parts as you go along.

