



## NDS Professional Services

### YOUR OWN IT STAFF

Having a Professional Services Agreement is like having your own IT staff without the expense and headache of managing those resources. With a PSA, NDS experts can be called into action to assist your organization with little advance notice. What could be better than that?

### KNOWN BENEFITS

The benefits of having a Professional Services Agreement are numerous. There are tangible benefits to purchasing a PSA including having access to the NDS team of experts for projects or issues that you may encounter that were unplanned.

### PLAN OPTIONS

The NDS Professional Services Agreements come in a variety of options and start as low as 20 hours and range all the way up to 60 hours of time. The plans are designed to fit the various needs of different customers.



- PSA time is an excellent way to maintain the health of your entire data processing information solution.
- PSA time can be tasked for a variety of uses and can significantly reduce the reliance on costly outside contractors and consultants.
- PSA time is "evergreen" which means it never expires and can be rolled over from one year to another.
- PSA time is available in increments from 20 to 60 hours.

### Help When You Need It

There are times when customers need services and support outside the scope of their normal service agreement for that one-time special situation. Perhaps it's a one-time report that is quickly needed or training for a new employee. After a while these types of unforeseen circumstances can add up in hours, cost and inconvenience. A Professional Service Agreement (PSA) helps alleviate the unknowns and brings predictability to your yearly IT budgeting process.

A PSA consists of purchasing a block of hours at a discounted rate and then having those hours available to use for virtually any service that NDS offers. PSAs come in a variety of packages that are designed to fit different customer needs as well as budgets. PSA time can be used for virtually any type of IT or data project that you may encounter within your organization.

### Professional Services Advantage

To stay competitive and offer the very best products and services NDS continually makes major investments in R & D, people and support tools. Our support personnel go through extensive training on a regular basis to stay on top of technology so that they can assist customers efficiently. They are knowledgeable about the complexities of installing and utilizing mission critical information systems. A PSA allows access to these resources at an affordable price without having to commit to a long term contract or separate maintenance agreement.



Northern Data Systems

362 US Route 1  
Falmouth, ME 04105  
Voice 800-649-7754  
Fax 207-781-3226

[www.ndsys.com](http://www.ndsys.com)