



Client Care

Get the most from your investment in aSa software.

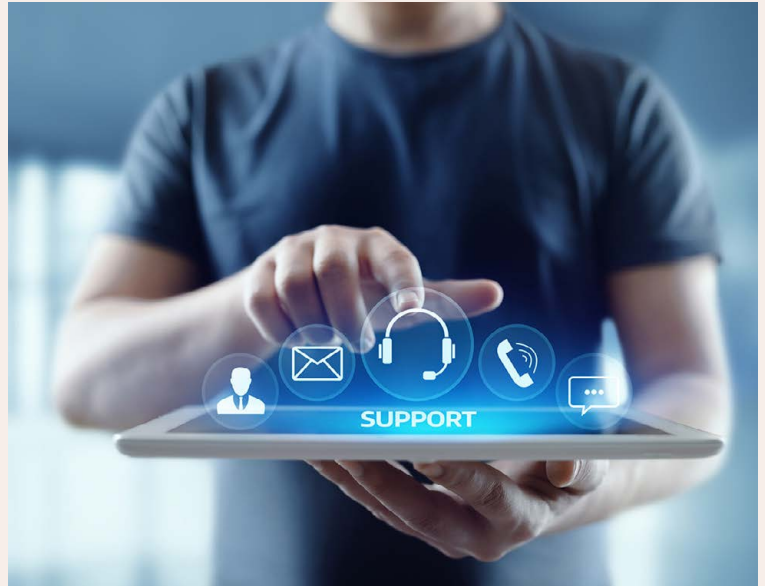


Design. Fabricate. Build.

About aSa Client Care

aSa Client Care enables you to take full advantage of free software upgrades, invitations to special events, and dedicated phone and online support.

As a Client Care customer, you'll also have the opportunity to provide input about what new features you'd like to see in future software releases. The Client Care plan is a valuable service with numerous benefits that make your aSa software work harder for you.



Helping you work smarter

Worldwide Multi-Channel Support

- ✔ We have trained consultants on multiple continents to help you when you need it.
- ✔ Because we cover time zones all over the globe, aSa support is nearly round the clock.
- ✔ When you have a question or an issue, you have several options for getting in touch:
 - Telephone – toll-free in North America.
 - Email – send a message to an entire consulting group, and the first available person will respond.
 - Web Help Desk – enter and track support tickets online.

Trained Experts

- ✔ The consultants who answer your questions have years of experience installing and providing training for aSa software products.
- ✔ In addition to supporting aSa software modules and the aSa Opto-Shear Console, we also provide support for any third-party software or hardware supplied by us.

Exclusive Access to our Client Care Portal

- ✔ The Client Care Portal is a special website just for employees of companies enrolled in Client Care.
- ✔ Portal resources include:
 - Software and hardware upgrade links
 - Web Help Desk – online support tickets
 - eLearn – our catalog of training videos and recorded webinars
 - KnowledgeBase - hundreds of tips, hints, and FAQ answers
 - Documentation Library – all our user guides in PDF format
 - Staff Directory – includes photos, emails, and phone extensions

Follow Up Care

- ✔ We have a system to track enhancement requests and reported issues. All customer-initiated changes are documented in each version's release notes.
- ✔ Our Customer Success department is dedicated exclusively to making sure our customers get the most from aSa products and services.

Experience these key benefits



Get assistance when you need it

Client Care members have direct access to our world-class support staff via phone, e-mail, or online help desk.



Keep your aSa software current

We're constantly adding new features and functionality. As a Client Care member, you receive free upgrades to your aSa products.



Learn skills online

Our eLearn site, available exclusively to Client Care customers, provides a library of web-based training tutorials. Increase your knowledge from the convenience of your office.



Invest in your future

We invest your Client Care dollars in continuous research and development, so your tools will always continue to improve.



Join us for special events

As a Client Care customer, you will receive member-only invitations to our biennial aSa Software Forum and periodic training webinars.



Share your input

When you have an idea about how to make our products better, we look forward to hearing from you. Join us at the aSa Software Forum, participate in a Customer Advisory Board, or simply give us a call.

aSa Software Forum attendees learn how to be more productive with aSa software. Every two years, aSa conducts a software forum where attendees can learn, participate, and exchange ideas regarding the aSa product suite. The forum, free web training sessions, and special newsletters are among the many benefits available only to aSa Client Care customers.





aSa.Studio

cloud software suite

About aSa

aSa is a world-leading provider of software for reinforcing steel, construction, and precast industries. We have been developing innovative solutions and providing personal service to our customers since our very first product was developed in 1969.

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