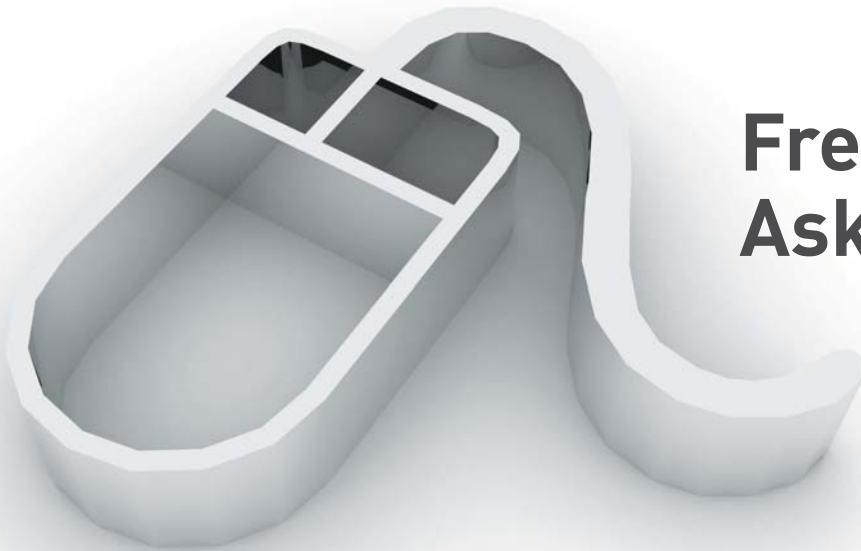




IMS

INTEGRATED MANAGEMENT SYSTEMS



Frequently Asked Questions

What can IMS do for you?

IMS is a web based job and compliance management solution that enables you to communicate with your mobile workforce in real time. Reducing paperwork and streamlining business practice, IMS will dramatically improve your efficiency and profitability.

What are the benefits of an online management system over a software application on my PC?

IMS is a web based system that gives you 24/7 access from where ever you have internet access. This eliminates the need and prohibitive costs of IT infrastructure required for software based applications. By offering IMS as a hosted service, your business will benefit from a powerful system and support for a fraction of the cost of managing a software application yourself. IMS also gives you the freedom to work offsite including the ability to travel long distances away from your office and log in as if you were never away from your desk. This includes international travel.

How can I be sure my data is secure?

IMS is a managed service that is hosted in a Tier 1 data centre that uses industry best practices for security, backups and redundancy and guarantees 95% uptime and data integrity. We value your security and demand the best performance that is available by utilising high-end hardware and servers to house your data.

Some of our staff have never used a pc before, can they pick up IMS quickly?

IMS has been designed specifically for trade service industries. We know that many staff have expertise in their trade however they have not had the exposure to computers. We have built an interface that is logical and easy to use. Many of our existing clients have rolled the system out for staff who have never used a pc before. Not only have they enjoyed the experience, some have become stand out advocators of the IMS system, simply as it is so easy to use compared to the timely paperwork of manual systems.

Continued overleaf...

Our employees are tough on their tools, how are we going to maintain a pool of PDA devices?

Is it time consuming using the features of IMS?

How long will it take me to get IMS up and running?

Does IMS provide support and training?

If I have a new idea for IMS what can I do?

Can I get help to set up my compliance and other industry specific forms?

How do I pay for IMS?

I-Man recommend a range of handheld devices with protective cases and also rugged devices designed for extreme conditions. Some of our customers prefer to use notebooks out in the field or small laptops. We can help you work through your needs and come up with a solution that suits your business and staffing requirements.

Taking the time to set up IMS properly, ensures the best outcomes for your business in terms of cost reduction and increased productivity. Our staff can advise you on a simple step by step process tailored to your business requirements to implement IMS successfully.

A minimum of two days can have you up and running but most projects run over a week or two. This allows time for us to enter your base data and training for your staff.

As IMS is a managed service, support is the corner stone of our product.

Our product support includes:

- User manual
- Knowledge base
- Online support
- Phone support
- Web cast training sessions

We love to partner with you and share your ideas that can help improve the functionality of IMS. Many current features on IMS were customer inspired. Call us at anytime to speak to our staff about what is on your mind.

Our support team can help you set up your forms on IMS. If you need to set up your compliance procedures from scratch, we have compliance partners who can help you with that.

Rather than a one off fee, we offer a subscription based system where you are billed once a month via direct debit.

CONTACT US FOR
MORE INFORMATION

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