

# ISG Services

## ISG's On-Demand Help Desk

- The ISG help desk is staffed during normal business hours with 4 full-time, senior, certified *iMIS* consultants.
- We guarantee a 2-hour response time.
- We use Go-To-Assist, an industry-standard tool that allows us to instantly login and see your session to provide quick and easy resolution of your problems.
- Need help for your conference or after-hours support? We do that too!

## Reports

- ISG's consultants are experts in Microsoft SQL Server Reporting Services (SSRS) and Crystal Reports.
- We have written thousands of custom reports for our customers.
- Stuck in the middle of a report? Call us; we'll help you get through it.

## Training

- ISG offers training on all *iMIS* modules.
- ISG provides beginner, intermediate and advanced SSRS and Crystal Reports training.
- We will customize your training based on your business processes.
- Our training services can be administered over the web or at our office — whatever is most convenient for you.
- We have specialized *iMIS* accounting courses for performing month-end accounting processes, reconciliation, month-end procedures, refunds and adjustments in events and membership.

## Upgrades

- ISG performs SQL, Sybase, and LAN upgrades. You can skip versions—as long as your ASI maintenance is current, it doesn't matter what version of *iMIS* you are on; we can upgrade you!
- We can also help with the task of upgrading reports.

## *iMIS* System Assessment & Recommendations

- ISG can review your *iMIS* system and your business processes and help you interact with the *iMIS* database to get better results.

## *iMIS* Modules

- ISG offers new module installation, implementation and training for any *iMIS* modules.

## Data Conversions

- We are experts at converting data into *iMIS*. We know the data model of *iMIS* inside and out; we know exactly where in *iMIS* the data needs to go.
- Are you considering rolling in a satellite database that has never been in *iMIS*? Adding a prospect database in *iMIS*? Adding data once a year from an external event into *iMIS*? Ask us, we can help!

## Integration

- We are up to speed with all of ASI's third-party products such as Informz, iEmail, iDashboards, Connected Community for *iMIS* and Social Networking for *iMIS*. We can integrate them effectively with your current *iMIS* system.

## Integration with ISGweb

- Upgrade easily - ISGweb is guaranteed to integrate with *iMIS* 10.6 and above, including *iMIS* 15.X.

## iBridge for *iMIS*

- iBridge is guaranteed to integrate with *iMIS* 10.6 and above, including *iMIS* 15.x.

## 12 Things You Probably Didn't Know About ISG

1. ISG has been an Authorized *iMIS* Solution Provider (AiSP) since 1995.
2. ISG is one of the largest AiSPs in the United States.
3. ISG has more *iMIS* consultants on staff than any other solution provider.
4. The average tenure of an ISG consultant is 9 years.
5. ISG has clients from coast to coast.
6. ISG has developed a robust integration between *iMIS* and Microsoft Office SharePoint Server.
7. ISG has been developing applications for *iMIS* in .NET since 2004.
8. ISG has a large (and growing) development staff dedicated to the development of new applications that integrate seamlessly with *iMIS*.
9. ISG is a sponsor of NiUG.
10. ISG was a beta tester for *iMIS* 15 and the iBO .NET products.
11. ISG has won ASI's Chairman's Circle award more than 12 times.
12. ISG has the best clients in the world!



2400 Research Boulevard, Suite 350  
Rockville, MD 20850  
301-519-3776 • 1-877-810-7474  
www.isgsolutions.com