# ISG Help Desk

**Need technical support for iMIS?** Whether you are looking for first-tier or backup support, temporary assistance until you fill a vacant position, or short-term help for a critical project, ISG Help Desk provides the technical support you need.

**We go beyond product support – we work with you to help you use iMIS (all versions, including iMIS EMS Enterprise) and RiSE to solve your specific business problems in the most efficient way.**

## LARGEST iMIS SUPPORT TEAM

You get on-demand support from our help desk staffed by a highly experienced team of senior support representatives, all of whom are Certified iMIS Professionals (CiP).

## YOUR SATISFACTION 100% GUARANTEED

If you're not completely satisfied with the support you have received, then you don't pay for the case.

ISG has received the Customer Satisfaction Award from ASI three times, and we have been a top AiSP iMIS partner for over 25 years. Every one of our staff of 15 employees is dedicated to making sure our iMIS clients get the best service so you maximize your iMIS investment.

## TWO-HOUR RESPONSE TIME

Contact the ISG Help Desk 8:30-5:30pm ET, Monday through Friday, and you will receive a fast response. We have a two-hour response time guaranteed during those hours, except on holidays.

Need support outside of those hours? Just ask. We can arrange support during evenings, over weekends, and on holidays.

## POPULAR HELP DESK SERVICES

**1   MASS RECORD UPDATES**

Need a change made to all or many database records? This might be a new field you want added and populated or some correction that needs to be made on a unique group of records.

**2   DATA IMPORTS**

Do you have member or event data sitting in a third-party database or other software application? When that data is imported into iMIS, you have a much richer database from which you can pull information about your members and their activities.

**3   ACCOUNTING MANAGEMENT**

Get help with accounting challenges unique to associations, such as deferral accounting and forensic accounting.

**4   DATA MINING**

When you tap into all the information in your iMIS database, you are able to target the members who are most interested in your offer. You can also develop new programs or events for members based on past behavior.

**5   REPORT WRITING**

We have written thousands of reports for clients using IQA, Crystal Reports, SSRS, and iMIS Report Writer (Exago).

**6   ON-DEMAND TRAINING**

Bring a new hire up to speed quickly or give a power user help with a specific iMIS feature. We do screen sharing and teach whatever clients need to learn.

**7   DATA RESTORATION**

When someone accidentally deletes, merges, or removes key data, we can help to restore it using database backups, change logs or reconstructing information based on data artifacts.

## RiSE

- Modify pages
- Fix publishing problems
- Design new pages
- Design additional sites like conference sites
- Conference design

## IQA DIRECTORY LISTINGS

- Membership queries
- Dashboard development
- Specialized accounting queries
- Event queries
- Certification queries

## ACCOUNTING IN iMIS

- Fix out of balance batches
- Reconcile A/R to G/L balances
- Reconcile deferred revenue
- Convert G/L accounts when changing accounting systems
- Link iMIS to your G/L
- Assistance with dues billing
- Help with Autodraft
- Help with Autopay

## CUSTOM REPORTS
### (SSRS Crystal Reports, iMIS Report Writer/Exago)

- Invoices
- Accounting reports
- Dues invoices
- Certification certificates
- Conference credentials
- Converting custom Crystal Reports to custom SSRS reports

## ON-DEMAND TRAINING

- Accounting adjustments
- Month-end processing
- Setting up new dues processes
- Batch processing
- Event setup
- Product setup
- Emailing from within iMIS