



SOFTWARE DRIVING GROWTH

Strategic Software & Technology Services

Do you know what you're getting when you buy software or technology? Data Guidance Group is a software development and technology consulting firm that helps businesses understand technology and use it to increase profit. To be effective at this, a technology professional must understand your business and technology; our employees are deep in both disciplines. We understand what your business needs software to do, and how to select or build systems to accomplish those tasks. Data Guidance Group becomes your technology partner, advising you on all of the areas in your business touched by computer technology and information.

Working for You!

DGG's relationship with you is far more than simply providing a working computer system. Our technical expertise (the ability to make things work) is secondary to our ability to advise you on the best business decision. Our goal is a long-term partnership with your business. Sometimes the answer is changing the way you do things, not investing new computers, programming, a network, or web site.

Building on Your Foundation

You have more than likely already begun the process of building a computer system. DGG provides the expertise you need to expand, upgrade, or replace it. Sometimes all you need is training or a push in the right direction. Occasionally, you need to replace or integrate pieces of your system. We provide a variety of services (custom reporting, training, system upgrade, and data conversion) to help in this process.

Supplying the Service You Need

Unlike some companies, our focus is service. Because every business is different, we don't provide cookie-cutter answers. Your business may need unique solutions, so we don't depend on a single product. We help you tailor your system so it works for you. All your business areas are taken into account: goals, personnel, strategy, industry, and experience with technology. With many products and tools at our disposal, we can focus all our resources on a solution tailored to your situation.



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Data Guidance Group Services

The most accurate description of our services is “technology and software problem solvers.” We’ve been called accountants, programmers, technicians, and software gurus. If you have a task that involves technology or software, we may be able to help. We’ll tell you if we can’t. In addition, we offer guaranteed fees for most projects. We don’t want you concerned about the cost of the project, and we don’t watch the clock: we deliver a quality product no matter what our time investment. More information about specific services is below.

Business Software Selection

At Data Guidance Group, we offer a proven process for selecting business software. We help clients select enterprise resource planning (ERP), accounting, manufacturing, warehousing, sales force automation, and customer relationship management (CRM) software. An analysis of your current situation is the first step. During needs analysis, we understand your business needs and goals. A detailed needs analysis documents features you need. It feeds the rest of the selection process and assures that the decision you make is the right one.

Software Implementation

Implementation puts your business software into action. Without solid system implementation, even the right system won’t produce maximum business benefit. Our unique system for implementation uses ROI to drive the process. For some products, *we offer implementation options—unique in our industry—that have guaranteed fees.* Our proven and tested implementation system provides installation, setup, training, and support. And our proprietary process assures you *more benefit from your system at a lower investment.*

Software Support

Ongoing technical support helps you maintain your system in top shape. From providing answers to questions to upgrading your system and implementing new features, you can rely on DGG support. Our support technology connects directly to your desktop computer. We see what you are seeing, and provide instant assistance. Our Client Support Agreement offers *unlimited* level one support, and discounts on other services.

Software Development

Sometimes you need more than you can purchase off-the-shelf. Perhaps you need some software modified to meet your needs, or an add-on to your existing software. From complex reports to complete systems, Data Guidance Group provides software design, systems analysis, development, implementation, and training. We also offer debugging and assume maintenance of software products developed by other companies. We work with a dozen languages; if we can’t help you with your needs, we can refer you to someone that can.

Technology Planning

A technology plan details the current state of technology in a business and develops a plan to reach a desired state of automation. It includes many of the components of a comprehensive strategic planning process. Our process was developed specifically for small and mid-sized businesses.