

What doesn't work? We can solve it! Call Customer Service at 1-888-534-4344

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Free
Support

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2013 – Issue #01

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An Easy Resolution to Keep

Many resolutions are too hard to keep because they either require a change in lifestyle, continuously resisting temptation (quitting smoking or reducing calories) or requiring too much time (hitting the gym more often). Here is a simple resolution that, not only doesn't take much time – 5 minutes a week—but actually saves you time in the long run.

Set up a reminder in Outlook for the same time each week to review a new five minute Adagio webinar. Click on [Show Me How](#) and then sort the videos "By Module". The videos are listed by Common Features and then alphabetically by Adagio module. Currently, there are 10 videos of Common Features. These show you features that are available in most, if not all, Adagio modules, so anyone who uses Adagio can benefit.

After a few months, you will have viewed all of the videos of interest to you. Then, you can start on the [Tech-Tips](#), in the section below the videos, organized into general tips and tips by Adagio module.

Are You Taking Advantage of Your Combined Support Plan?

Routine technical support is included in the Combined Support Plan for both Gold and Silver members. Routine support is all the support needed to keep your system running smoothly. Non-routine support exclusions are listed in [Combined Support Plan – Terms & Conditions](#); but, when you have a support question, simply call 1-888-534-4344 or email service@accsysolutions.com and Customer Service will determine if your support request is routine or non-routine.

If you are a Gold member, be sure to take advantage of all of these benefits that are available to you.

- Implementation of Upgrades once each year. This minimizes any disruption caused by pre-implementation planning, installation of software, Adagio security changes, database conversion/set up, and an in-depth review of new features with senior staff member(s) who would then teach other staff members
- Installation of appropriate Service Packs and Hot Fixes, when needed
- Installation of Payroll Upgrades and tax table updates for the first of the year and any other tax table updates as applicable
- Resolution of errors fixable with the Adagio Rebuild function
- Review and assistance with Year End Procedures, if needed
- Double the discount percentage for these items. Gold level is 20%; Silver level is 10%
 - Consulting services
 - Personalized training
 - Adagio training events, including the Adagio Boot Camps, Workshops, and the Adagio Opportunity Conference when you register and pay through AccSys Solutions
- Twice the speed of guaranteed response time - only two hours for Gold level during business hours vs. up to four hours for Silver level

