

ISG Services

ISG's On-Demand Consulting & Help Desk Support

- 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

- Our consultants are experts in the *iMIS* 15 IQA tool, 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

- Get training on all *iMIS* modules from ISG.
- We provide beginner, intermediate and advanced IQA, SSRS and Crystal Reports training.
- Your training is customized for your business processes.
- You can get training over the web or at our office, whichever is most convenient for you.
- Take specialized *iMIS* accounting courses for performing month-end accounting processes, reconciliations, month-end procedures, refunds and adjustments in events and membership.

Upgrades

- ISG performs upgrades from all versions of *iMIS*. 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!
- More than 80% of ISG's clients have upgraded to *iMIS* 15. Our consultants are experts in using the *iMIS* 15 tools & technologies.

Why Upgrade to *iMIS* 15?

- ✓ The staff web interface makes *iMIS* accessible anytime & anywhere from a web browser
- ✓ Enhanced IQA reporting
- ✓ Certified PCI Compliant
- ✓ Support for Windows 7 and SQL 2008

iMIS System Assessment & Recommendations

- Get a review of your *iMIS* system and your business processes to see if you can maximize your use of the *iMIS* database.
- We can help you take advantage of the latest tools available in *iMIS* 15 to achieve your business goals.

iMIS 15 Productivity Tools

- We are experts in all of ASI's productivity tools: TaskCentre, Informz, iEmail, iDashboards, Connected Community for *iMIS* and Social Networking for *iMIS*.

iMIS 15 Web Interfaces

- Get a better web experience for your members and prospects. ISG consultants are experts in WCM, Public Views, iParts, ISGweb or iBridge (for totally custom solutions) – we will use whichever is the best solution for you.

Data Conversion

- ISG consultants have performed hundreds of data conversions.
- 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!



12 Things You Probably Didn't Know About ISG

1. ISG has been an Authorized *iMIS* Solution Provider (A/SP) since 1995.
2. ISG is one of the largest A/SPs in the United States.
3. ISG has more *iMIS* consultants on staff than any other solution provider.
4. ISG consultants have an average tenure of 10 years.
5. ISG supports ALL versions of *iMIS* from LAN, to 10.6 to *iMIS* 15.
6. ISG has clients from coast to coast.
7. ISG has developed a robust integration between *iMIS* and Microsoft SharePoint 2011.
8. ISG has been developing applications for *iMIS* in .NET using web services since 2004.
9. ISG has a large (and growing) development staff dedicated to the development of new applications that integrate seamlessly with *iMIS*.
10. ISGweb is part of the ASI *iXtend* family of products supported by ASI.
11. ISG has won ASI's Chairman's Circle award more than 14 times.
12. ISG has the best clients in the world!



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