



HCSS Tech Support

2013 User's Conference
Kerrville, Texas

Services Provided by HCSS

- HCSS Web Site (www.hillcountrysoftware.com)
 - HCSS Software Updates
 - HCSS Procedural Manuals
 - State of Texas CISV Price Catalogue
 - FAQ - Frequently Asked Questions (Under Construction)
- Telephone Support (**1-800-422-1982**)
- On-site Training
- Hardware Installation & Configuration
- HCSS Approved Hardware
- HCSS Certified Computer Technicians



Customer Support

- Cliff Kotara
 - Support Staff Coordinator
 - IBM/Microsoft Specialist (MCSE & MCP Certified)
 - Accounting, Court & Law Systems
- Justin Tinney
 - Customer Support – Court & Law Systems
 - Information Systems Specialist
- John Goforth
 - Customer Support – Court, Law & Accounting Systems
- Mark Belin
 - Customer Support – Court & Law Systems
- Deyl Reeh
 - HCSS Software Updates Authorization Key



Customer Support

- Bob Wisdom
 - Laser Generated Checks
- Elisabeth Gardner (Stateczny)
 - Court Systems
 - WordPerfect
- Jim Stateczny
 - Budgetary Accounting
 - Dispatch
- Mark Gardner
 - Law Enforcement Systems
- Will Stateczny
 - Court Systems
 - Law Enforcement Systems
 - Vehicle Inventory Tax System



Hill Country Software and Support Web Site



www.hillcountrysoftware.com



Telephone Support

- Coverage Period
 - Monday thru Friday – except on holidays
 - 8:00 AM to 5:00 PM CST
- Coverage Areas and Issues
 - Questions of software screen options
 - Guidance on resolving operational issues
 - Assistance with error messages
 - Internet Access Tool – TeamViewer
- Coverage Issue Exclusions
(*Services for a Fee*)
 - Hardware Installation & Configuration
 - Customer Training



On-Site Training

- This service will be performed by an HCSS staff member at the customer's site.
(For FEE Service)
- The **training of new employees** is not covered under your support coverage.
- Not everybody learns at the same rate. If our support staff determines that you need some additional training, they will so advise you and schedule the on-site visit.



Computer Hardware Installation and Configuration

- All hardware must be installed and configured by a qualified technician that has been approved of by HCSS. If we have to assist the technician, over the phone, the customer will be billed for our time at the normal hourly rate.
- Hardware installation and configuration assistance is provided by appointment only, at a time convenient to both you, our customer, and the HCSS staff.
- Today's computer hardware is faster and cheaper, but it must be installed and configured properly to obtain reliable and maximum performance.



HCSS Certified Computer Technicians

Over the years HCSS has put together a team of computer technicians that we have certified to be able to install and configure your computer hardware so that our software will run properly. They are also trained on the proper installation and configuration of HCSS software.



Approved Computer Hardware

- A list of HCSS approved computer hardware can be found at www.hillcountrysoftware.com website.
- If you would like us to attempt to make unapproved hardware work with our software, we will attempt to do so, this service will be charged at the normal hourly rate. The customer will be billed for our time, even if the effort is unsuccessful.



Windows OS

1. Windows 8 or 8.1 Professional 32/64
2. Windows 7 Professional 32 / 64 bit
3. Server 2008 or 2012, 32 / 64 bit
(Small Business Server OS-Not Supported)

These operating systems are the **ONLY** versions that are capable of running the new generation of HCSS Computer Application Software.



Expanded Computer Hardware Available thru HCSS

- Servers, Workstations, Laptops & All-In-One Computers
 - HP – HP Business Partner
 - Standard and special configurations available
 - HCSS certified technician Installation & Configuration
- Printers & Scanners
 - HP – Laser Class Printers & Scanners
 - Fujitsu – Scanners
- Payment Options
 - Entire system, including hardware, software, installation and training, and annual maintenance
 - Marlin Leasing – 45 Day Payment Grace Period.



Hardware - Miscellaneous

Printers must have **PCL 5e** or **PCL 6**
Language Support.

(Unless using the Universal Print Software.)

Network wiring and components should be of commercial grade and installed by qualified technicians.



Quality On-site Service For Your Computer Hardware

- Quality on-site, next day service, provided by HP, IBM and Fujitsu.
- Your first call is always to HCSS.
- We will then give you the information you need to contact the appropriate vendor and inform them of your situation.
- Service to your computer hardware is not covered by your HCSS support agreement.



DATA Backup Devices

- DVD-RW Drives (4.7 GB)
- USB Memory Sticks (8 GB Min)
- Magnetic Tape Drive (30 GB or >)
- Portable Hard Drives USB 2.0(Passport)

* Software to Perform the Task

* Store Backup Media in a Safe Location



DATA BACKUP PROCESS DAILY

○ Number of Backup Media

- Minimum 5 Media Items
 - * Mon, Tue, Wed, Thu, Fri
- Recommended 9 Media Items
 - * 1st Fri, 2nd Fri, 3rd Fri, 4th Fri, 5th Fri.
- Suggested, Additional
 - * 1 for Each Month

○ Test Backup

- Confirm Process was performed!!

○ Store Backup Media OFF-SITE

- Bank Vault, Fire Proof Safe, At Home or Other Remote Location.



Online Backup

- Backup schedule setup for you
- Encryption
- Compression
- Keeps backups in a remote location
- Local Backup
- 24/7 Support
- 25GB - \$100/month



Top 5 Hardware Reminders

- Check with HCSS BEFORE buying new equipment
- Check with HCSS BEFORE installing new hardware
- Consult with HCSS BEFORE choosing anti-virus or security software
- Keep software and OS up to date
- Back up, back up, back up



Data Hosting

- All data hosted in safe, remote site
- Fewer hardware requirements/headaches
- Access your data anywhere you have internet access
- Includes backup and updates



Data Hosting

- Monthly fee includes data hosting AND HCSS Annual Maintenance
 - Basic monthly fee - \$600
 - Monthly fee per user - \$125

