

INVU:

InvuCare

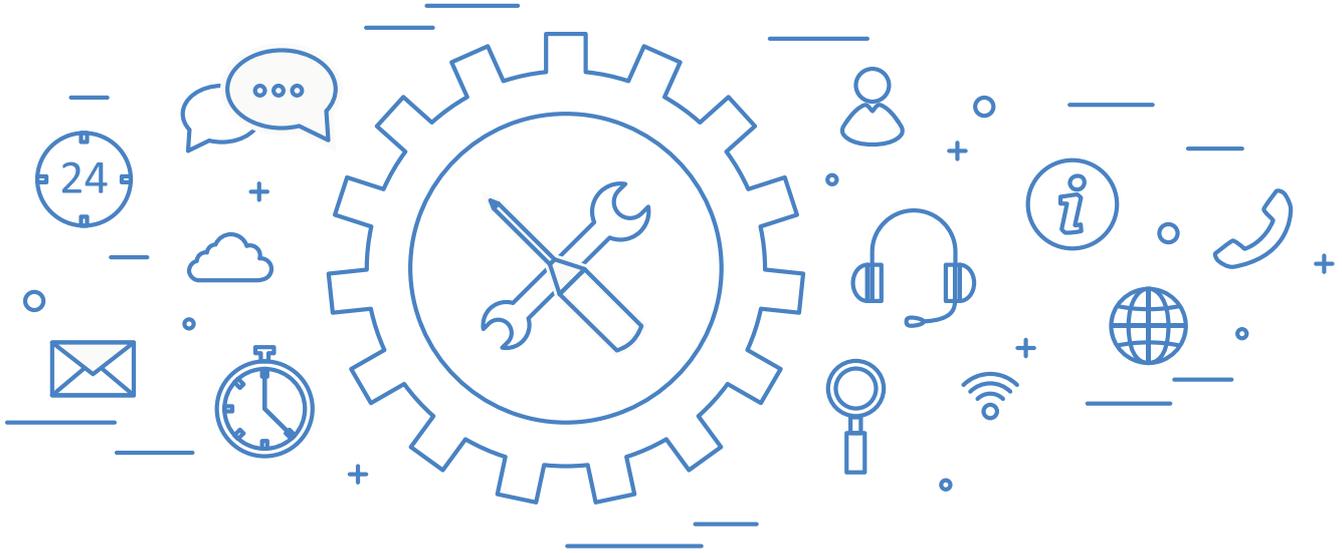
Complete peace of mind for your Invu investment

We have been providing InvuCare to thousands of customers in a wide variety of sectors and industries for over 15 years, therefore we understand that protecting your Invu investment and working with a trusted company is important.



INVU:

InvuCare



Ensuring you get the most from your Invu investment

Invu's software support package "InvuCare" gives you total peace of mind by delivering expert technical support & guidance from Invu directly, or via one of our Accredited Partners. You also have access to FREE product upgrades, system health checks, product information updates and tips from our technical team. Invu will become an essential application for your business, therefore you need to know that it will always perform at its best and deliver you significant business benefits.

We know how much system downtime can negatively impact the running of your business. InvuCare is a cost effective way of ensuring your investment is kept up to date and continues to work for your business. With InvuCare you can acquire the full support coverage you need for all your Invu solutions.

How it works

Your initial purchase of the Invu software requires that you purchase at least a full year of InvuCare. This first year will run from the activation date of your software. Prior to the first anniversary of the activation of your software you will be contacted by your supplier (who may have been Invu, if you are a direct customer, or one of our Accredited Partners). It is your choice whether you renew your InvuCare and who you obtain it from. Please be aware that if you acquired your InvuCare from an Invu Accredited Partner you may have to provide notice if you want to end your InvuCare or change provider.

However you choose to renew your InvuCare you can rest assured that you will receive full technical support & guidance for as long as your InvuCare remains valid. If for any reason, an Invu Partner is unable to resolve an issue themselves they will be supported by Invu to ensure the issue is addressed.

The Benefits

InvuCare ensures you continue to get the most out of your Invu investment by providing the following benefits:

Expert Technical Support when you need it:

You will receive responsive support at all times, ensuring any issues are resolved in a timely manner and any downtime of your system is kept to a minimum.

Flexible support logging and access:

Technical issues can be logged via a phone call (0845 257 1500), direct email (support@invu.net) or by completing a short support request form on our website - www.invu.net/technical-support. Our support team have the ability to perform remote sessions on your Invu system, again, ensuring any downtime is kept to a minimum and any issues are fully investigated and resolved quickly.

In addition to receiving Technical Support, InvuCare includes the following:

FREE software upgrades:

We are continually improving our products and issue on average, one major version upgrade per year, as well as service packs as and when required. These developments include both refinements to existing features and the addition of new functionality to help maintain the maximum efficiencies that Invu brings to your business.



Access to user training sessions:

Throughout the year we hold a number of Invu Training courses at our offices in Northampton as well as offering tailored sessions on site. Our Partners will also hold their own training courses for those who have chosen to work with a partner. This ensures all Invu users are able to make the best use of the product. For more information about our training courses please contact: marketing@invu.net

Participation in early adopter schemes:

All InvuCare customers are invited to take part in our early adopter scheme and suggest improvements to the products they use. Our early adopter scheme gives customers the chance to see the latest developments first and provide us with vital feedback.

"After working with us for a decade, Invu is a trusted supplier that intuitively knows what we need to do to improve our processes in the future."

FREE system health checks:

A member of our support team will assess the current usage of your Invu system, identifying areas that could be improved and make suggestions on how you could be using the product more efficiently.

To register for your FREE health check please visit: www.invu.net/health-check

Working with the Experts

Working with the right technology partners is important to us. It means that we can bring the best solutions to our customers. We're delighted to work with a handful of companies to create our software and to bring our solutions to market.



Microsoft Partner

Gold Independent Software Vendor (ISV)

Invu is a **Microsoft Gold Partner as an Independent Software Vendor (ISV)**. Invu therefore meets the more stringent requirements of the Microsoft Partner Program introduced in 2010. Gold Certified Partners are the top level of Microsoft solutions partners, demonstrating the highest levels of competence with Microsoft technologies. This means that Invu's software has been independently tested and verified as passing Microsoft's tough quality checks. It also means that Invu has received independent customer testimonials as well as satisfying other rigorous qualification tests.



ITIL and **PRINCE2** certified support staff - The ITIL course is a cohesive set of best practices, providing guidance for developing, delivering and managing IT services for an organisation. It aims to give participants the ability to improve how IT is delivered and managed within an organisation.

PRINCE2 is one of the most respected project management approaches in the world, it is designed to help participants manage projects and improve project performance. For more information visit - www.prince2.com



Invu is proud to be an **ISO 9001** certified organisation. Most international standards begin with the letters "ISO", the acronym for the "International Organisation for Standardisation". The most widely recognised standard is ISO 90014. ISO 9001 is a certified quality management system (QMS) for organisations who want to prove their ability to consistently provide products and services that meet the needs of their customers.



As part of our integration work with many ERP systems Invu is a Sage Development Partner. Development partners have access to a variety of tools and resources needed to develop software that extends the functionality of your existing Sage products.



Click on the relevant icon to see Invu products which have been designed specifically for **Sage 50** and **Sage 200**.

Outstanding Customer Service

We have been providing InvuCare to thousands of customers in a wide variety of sectors and industries for over 15 years, therefore we understand that protecting your Invu investment and working with a trusted company is important to you.

Invu's technical advisors and accredited partners are on hand to ensure necessary customer upgrades are carried out smoothly and any issues are promptly resolved.

[Click here](#) to view the feedback we have received from new and existing users of Invu over the years.

“Over the past nine years, Invu has become an integral part of our processes and the company continues to provide innovative ideas which suit our evolving requirements.”

Approval Policy and Delegation

Invu user experience is extremely important to us, which is why we invite users to provide feedback on the products they use. As a result of this feedback here are some of the changes that have been implemented into the most recent product updates and service packs:

- Ability to select all users for a licence -
- Automatically Upgrade Email Assistant -
- CodeFree: Ability to use environmental Variables -
- Send to Intrays: Document Tracking from Shortcuts -
- Netscan dynamic path -
- Web Approve: Additional document Metadata added -
- Hide 'Folder Groups' from Agent Lists in Workflow -
- Description column added to 'Show Standard Document' view -

Small changes on the surface that make a big difference to every day users and Invu administrators.

Working with an Accredited Invu Partner

Please be aware that if you purchased your Invu software via one of our Accredited Partners the conditions, benefits and contacts may differ to those stated above. We always request that non direct customers contact their Invu Partner directly regarding any issues, support requests, benefits and training sessions in the first instance. If required the Partner will contact Invu for further assistance.

If you have any concerns regarding the performance of your Invu Partner and the care you are receiving please contact either your Partner or Invu, any issues can then be addressed in a timely manner. All of our Partners will be able to offer technical support to customers. For further information on working with an Invu Accredited Partner please either contact Invu at info@invu.net or contact your Partner directly.

About Invu:

Invu develops both Electronic Document Management (eDM) and Accounts Payable (AP) software solutions for a range of sectors, particularly those which are highly document dependent or where compliance is important. Invu's comprehensive product suite encompasses document and content management, workflow, document automation and collaboration solutions.

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