

A Customer Experience

The following company has graciously volunteered their experiences regarding Encore's Customer Services

H. Wilson Industries Ltd.

We approached Encore for not only a V9.0 upgrade but also for a complete change of equipment. We replaced our server and eight work stations. The cooperation between our hardware vendor and Encore was a significant factor in the smooth transition and success of our upgrade. The preparation that Encore had done and the pre-installation functions they had me perform all contributed to by and large a trouble-free installation.

The fact that our V9.0 upgrade was taking place on a weekend was of no consequence – Encore team members were available and supported each other through the glitches. We encountered one problem with a workstation having difficulty seeing the server, but after several hours of what would have had me pulling out the rest of my hair, the two techno-wizards at Encore had the system purring.

The team at Encore continued to impress me!

Last year Encore rescued us when our update files for Canadian Payroll did not install properly. With a call to Encore's support line they proceeded to enter our system remotely. Encore worked their 'remote-control magic', like they've done before, and were able to uncover the issue. Their efforts in obtaining the necessary information from Microsoft and implementing the required changes in the database made it possible for the upgrade process to run to completion.

I haven't worked with everyone at Encore but if all the Encore employees express the same commitment to customer service as the staff that I have worked with in the past, then Encore is assured of customer loyalty.

If any prospective customer wants to speak to a satisfied customer then please refer them to me and I'll be singing Encore's praises!

Gabe O'Rielly, Senior Accountant
H. Wilson Industries Ltd.