

Striker Systems

## Customer Service



The success of every CAD/CAM implementation is ultimately dependent on the caliber of customer service available. At Striker Systems we embrace this concept. The ongoing services need of our customers varies significantly, from simple help desk access to long-term productivity counseling. For this reason our sales and customer service teams are trained to work with your organization to develop a service plan that meets your long term objectives. This brochure highlights services that are typical components of our software implementations. For a thorough assessment of your service needs, we invite you to contact a Striker Systems Sales Team member.



### Software Maintenance - Technology Assurance Program

Of significant importance in your software decision is the delivery and cost of ongoing software upgrades. Our products are under continual improvement, and we offer flexible programs to help you take advantage of the latest Striker Systems technology. For new customers, we are pleased to include a one-year, complimentary membership in our Technology Assurance Program™. Your Technology Assurance Program membership guarantees you delivery of all Striker Systems software upgrades during your membership term. As your membership term expires, you have the option of renewing (average cost is 10% of the Striker Systems software suggested retail price annually), or you can purchase future upgrades as desired. At Striker Systems, we give you the choice.

Benefits of a Technology Assurance Program membership include:

- **Cost** - Your long-term upgrade costs are less, and your membership eliminates the uncertainty usually associated with software upgrade budgeting.
- **Convenience** - Automatic delivery of upgrades and updates means you never have to worry about purchasing, budgeting for, or tracking down new releases.
- **Productivity** - Your membership increases your productivity by giving you early access to the latest, most powerful software. The latest technology from Striker Systems is immediately available.
- **Implementation Control** - Free delivery of upgrades separates the implementation decision from the purchase decision, allowing you to implement the software upgrades when the time is right.

### Training Services



We consider your immediate and long-term goals and make training recommendations to help you become successful with your Striker Systems software. Our training for new customers is one-on-one, with a focus on making you productive quickly. This training is generally performed at your facility so we have access to your CNC fabrication machines, but can also be held at our White House, Tennessee headquarters near Nashville. For the ultimate in scheduling flexibility, software training is also available via Web Conference.

Our instructors are trained not only in the mechanics of Striker Systems software, but also in its application. We know sheet metal fabrication, and we constantly seek out best practices to help you improve your productivity through time and material savings.





## Advantage Customer Support

You're making a significant investment in Striker Systems technology. Down time is not an option. Maintain your productivity with our Advantage Customer Support plan. Advantage Customer Support is a scalable program to meet the diverse technical support needs of Striker Systems customers. Key Advantage Customer Support components include:

**Toll Free Help Desk Access** - Our expert support staff is just a phone call away. The Striker Systems Help Desk is available from 8:00AM to 5:00PM CST (M-F). Same day response for calls received before 3:00PM.

**Email Support** - Is email more convenient? For quick response to your support issues, the Striker customer support team can be contacted at [support@striker-systems.com](mailto:support@striker-systems.com).

**Web Conferencing** - Real time viewing between you and our support team! Web conferencing is the ultimate tool for high level software support.

Multiple levels of Advantage Customer Support are available with escalating service features to support everything from single user installations to large scale network configurations. Striker Systems can also develop a custom support program to meet the unique needs of your fabrication organization. Contact a Striker Systems Sales Team member to learn more about the benefits of Advantage Customer Support.

## DNC Communications Configuration



Do you need assistance configuring the communications link between your computer and your CNC machines? This arrangement can be very basic, consisting of a single PC sitting next to a single CNC machine, or it can be quite complex, involving numerous DNC servers scanning multi-port hardware devices for requests from hundreds of CNC machines. The questions may be many. What will my controller support? How will multiple programmers distribute NC programs to multiple CNC machines? What will my machine operators have to do? What about shop interference? For your DNC software needs Striker Systems offers SS-DNC®, a comprehensive, scalable communications software to transfer NC programs to and from your CNC machines. But beyond the software, Striker Systems offers decades of experience in analyzing and configuring complex DNC systems. We can answer your questions and help you design and implement a DNC communications system that is effective and reliable, with the necessary redundancy to avoid costly downtime.

Leverage technology. Maximize productivity. Contact your Striker Sales Team member today for a free assessment of your DNC communications needs.



Div. of Computer Design, Inc.  
P.O. Box 41  
White House, TN 37188

For additional information on Striker Systems sheet metal nesting and CAD/CAM software or supporting services, please contact a Striker Systems Sales Team member at

**800.950.7862**

Email: [sales@strikersystems.com](mailto:sales@strikersystems.com)

Web: [www.StrikerSystems.com](http://www.StrikerSystems.com)