

Everyone on ASC's Support Team Understands Your Business & Can Help You Succeed

Ask us how!

Answer: *Everyone on ASC's Support Team, including the lead software programmers, were retirement plan administrators before joining ASC. They understand the challenges you face and what it takes to finish a plan accurately and on time.*

All ASC's Support Team Members are Retirement Plan Professionals

- All ASC Support Team Members have over 10 years experience in the industry – and many over 20 years
- ASC Support Team Members have “real life” experience in administering plans, as well as creating efficiencies in plan processing. They can address any issue you encounter, providing practical solutions - because they have handled it themselves, when they were in your shoes.
- ASC Support Team Members have experience in a wide range of plans and administrative areas: from doing full service administration to compliance testing only; on all types of plans, from the simplest Profit Sharing to the most complicated 100k life 401(k) plan with multiple funds, loans, stock and testing failures.
- ASC Support Team Members maintain their accreditations through continuing education and hold or have held positions within professional societies such as ASPA, SPARK, SOA & NIPA
- The Vice President of ASC Support is an ASPA Board Member and ASPA's 2005/2006 President.
- Full-time enrolled actuaries and Certified Pension Consultants on staff.
- Most questions are answered by the first support person that responds to your call within one hour.
- Our support team will ask for more detail rather than giving a “canned” response to your question.

Convenient Access to ASC Support

- You can reach ASC Support 24/7 through our Online Client Support Center (CSC) – easily accessed through ASC's homepage:
 - Submit questions with case attachments.
 - Pre-recorded web seminars are available to bring new users up to speed quickly, learn about new features and give intermediate/advanced users a refresher of the system. Quickly and easily viewable in the convenience of your home or office at anytime.
 - Download training manuals, program updates and documentation on specific coding issues.
- Live support is available every work day from 8am – 8pm Eastern Time. Accessible via email, the online support center, toll-free phone and fax.
- Network support available to diagnose and fix system related issues.
- Email notification of all program updates, current law changes and system enhancements.
- Customized on-line or on-site training is created to fit your office.
- ASC sponsors regional and on-site trainings to help you stay current with new pension industry laws and regulations.
- ASC Support Offices are located around the country including NY, Connecticut, Louisiana, Wisconsin, Florida, Texas and California.

Ask us how!



For more information
Call
(800) 950-2082 x295

Visit
www.asc-net.com

E-mail
sales@asc-net.com