

BCC SOFTWARE



Professional Services

BCC Software Service & Training Solutions

The support you need, when and how you need it, as only BCC Software can provide.

Professional Services Include:

From free and unlimited software support to above-and-beyond assistance on technical and postal issues, BCC Software's commitment to customer service and support is simply unsurpassed. This commitment is taken one step further with an even broader goal: to provide the expertise you need, the way you need it, when you want it.

Professional Services includes such offerings as classroom workshops with remote LogIn Live accessibility, customized on-site training sessions and free online express learning sessions. These training opportunities remain a popular way for new or veteran mailers to become "instant experts" on the advanced features of the BCC Mail Manager™ suite of products and services.

When you need more specialized attention, seasoned Professional Services engineers can help ensure that you and your staff are fully up to speed on the ever-changing mailing industry and how to maximize your use of the BCC Mail Manager suite of solutions.

FEATURES & BENEFITS

- » **Increases efficiency:** Become a BCC Mail Manager expert and complete tasks in record time through classroom workshops and express learning sessions
- » **Improves operations:** Learn the best ways to run your mailroom through expert consultancy
- » **Expands industry knowledge:** Gain insight into mailing industry regulations and hot topics through express learning sessions

CLASSROOM WORKSHOPS

Intensive sessions offered throughout the year. The workshops offer interactive LogIn Live attendance capabilities or are based in our Rochester, NY office.

ON-SITE OR CUSTOMIZED WORKSHOPS

Looking for all the benefits of our acclaimed training without travel-related lost productivity? An expert can visit your business to conduct a workshop, as customized and focused as your needs require. We can also provide customized classroom workshops at our Rochester, NY facilities, or remotely using our LogIn Live format. Tell us what you want to learn!

PRODUCT CONFIGURATIONS

Need help with software installation and configurations, TaskMaster™ script building, or any other issue that might require live on-site assistance? An expert can be scheduled to come to your business and work with your team. Sometimes we can even work remotely with you from BCC Software's Rochester, NY facilities.

CONSULTING SERVICES

A consultant can help you develop mailing-related process improvements and quality control recommendations that can increase your efficiency.

BCC Mail Manager Classroom Workshops

WORKSHOP & SERVICE PRICING	
BCC Mail Manager Classroom Workshops	
Three-day standard & advanced workshops	LogIn Live \$495 per attendee \$295 per additional attendee from the same company
Three-day power workshops	Rochester, NY classes \$795 per attendee \$595 per additional attendee from the same company
One-day assorted workshops	LogIn Live \$195 per attendee
Other Professional Services	
On-site visit by one Professional Services engineer	\$2,000 per day plus expenses, minimum of 2 days 5-attendee maximum
Custom classroom workshop at Rochester, NY facilities	\$1,000 per day plus (lunches included) 5-attendee maximum
Remote services	\$250 per hour



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