

## How to sign up...

To sign up for HSFIS Technical support package or our **NEW!** HSFIS Partnership program® contact a representative by calling (901) 385-3338. A representative will supply you with a Technical Support Contract Information Manual and a technical support request form. Once we have received the technical support request form, a formal contract agreement will be submitted to your agency. Once the agreement is signed and payment is received, a toll-free contact number and an account representative will be assigned to your agency. At that point, your HSU's HSFIS database support technician will be available for your support.

To receive more detailed information, call the number above or email us at [tsupp@hsuniversity.org](mailto:tsupp@hsuniversity.org).



## HS University

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Cordova, TN 38088-2482

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## HSFIS Technical Support Service

Head Start  
HSFIS  
Family Information System



*"Thank you! It was a pleasure working with you... Thanks for the great expertise on the HSFIS issues. In my case, I have worked with the HSFIS system for many years, but... it helps greatly to have an expert of your level."*

(February 6, 2004)



**HS University**

*Integrating the learning process... Anticipating the Future!*

**Phone: 1-901-385-3338**

## What is HSFIS Technical Support?



HSU's HSFIS Technical support is designed to save time for those in charge of databases and to ensure proper functioning of the HSFIS databases at all times.

Whatever your need, we have a support

level to match your requirements and give you a good night's sleep—every night. Since 1994, we have served large and small Head Start agencies with around the clock technical support services.

With HSU's support you can get answers to all your HSFIS related questions from the HSU's support team. The team solely consist of HSU database technicians, who support the HSFIS database. For busy tech staff, this can save you considerable time otherwise spent in expensive developers contracts, researching the problem via the web and experimentation or trial and errors.

As an extra plus, if you encounter urgent problems with HSFIS, you will get help ASAP. So why wait, when you can get your HSFIS support now!

**HSFIS Technical Support**

## What type of support is available?...

HSU offers several types of HSFIS technical support options:

- 30 day installation support
- Per Incident Support
- Web-based Support
- Entry level support
- Primary Support
- Enhanced Support
- Premium Support
- **NEW!** HSFIS Partnership Program®

## Which support should I choose?...

With eight types of HSFIS support packages, choosing one to fit your agency is easy. Choosing a support package should be determined by your usage of the HSFIS software. If your agency normally can resolve your issues in-house, then a per incident or web-based support contract package may be exactly what you need. For those agencies that need a little more help, they should look at our entry level, primary, enhanced, or premium packages. With these support packages your agency will receive some of the following benefits:

- Unlimited fax and email dialogue
- Login support by HSU development team to your server
- Unlimited telephone consultation
- 24/7 for emergencies
- Unlimited Designated Callers
- Unlimited Crystal Report Development and Support
- An assigned technical representative
- Toll free 800 number for technical support
- All HSFIS annual upgrade releases and patches
- Unlimited access to HSU technical support internet site
- One 3-day onsite consultation\*
- 20% discounts on all trainings, including (on-sites, HSU courses and online courses)

\* Travel expenses (air & hotel) are not included.



## HSFIS Partnership Program®...

**Need a rapid response to your HSFIS data management?** The HSFIS Partnership Program® can help your agency achieve effective management and integration of the HSFIS technology by supplementing your core staff with HSU's HSFIS technical professionals. Whether you need personnel daily, weekly, monthly or yearly, HSU offers a resource pool of highly skilled, HSFIS-savvy professionals with a wide knowledge of Head Start regulations/compliance issues and Head Start experience.

HSU's **HSFIS Partnership Program® (HPP)** is designed for agencies that have a need for highly qualified and technical professionals, but don't have the budget to hire such professionals. With the **HSFIS Partnership Program® (HPP)** your agency can eliminate the costly administrative functions, including payroll, benefits and compliance with federal and state employer requirements.

Whether you are looking for long-term or short-term projects, we can provide a highly skilled, Head Start experienced professional who can enhance your program's data management and federal, state and local compliance.

With HSU's **HSFIS Partnership Program® (HPP)** you improve upon quality services for the children and families you serve. Management and Administrative staff can spend their time on core program management and outcomes by getting data management systems in place quickly.

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