

## **Nelson Systems, Inc.**

### **Direction Statement**

Nelson Systems, Inc. (NSI) is dedicated to the prosperity of our employees, customers, and suppliers. Involvement with NSI will be a mutually rewarding partnership. We believe that integrity and clear communication are fundamental elements of a successful business; and that profitability ensures the stability needed to accomplish our goals.

Nelson Systems will be known as a superior customer service company, providing information technology solutions to Midwestern businesses. The services we offer will be justified by customer demand and the value we add to the technology. These services will be few in number and will be backed by a strong level of knowledge across our organization.

We are committed to the on-going improvement of our business process. All employees will be involved in the development of best practices for our company. We will encourage innovation by rewarding creative improvements and recognizing that there is always a better way. Every aspect of our performance will be measured and progress will be celebrated.

Nelson Systems will invest in formal training and informal mentoring programs for our employees. We will actively recruit and retain individuals who demonstrate professional growth and the ability to work in our team environment. Leaders within our company will personify a positive spirit that embraces challenge and achieves excellence.



430 W Jefferson  
Springfield, IL 62702  
<http://www.NelsonSystems.com>  
Phone: 800-851-3348  
Fax: 217-793-1582  
E-mail: [support@nelsonsystems.com](mailto:support@nelsonsystems.com)



**Nelson Systems, Inc.**



## **Professional Services**



**Tel: 800-851-3348**



## Partnering with Nelson Systems

At Nelson Systems customer satisfaction is our number one priority. We can help you integrate today's technology with your people, processes and existing systems. Our technical support staff includes not only highly trained and certified service engineers, but also a dedicated project manager and user trainer. We provide you with high quality long term technical solutions that are needed to prosper in today's world.

Since 1989 Nelson Systems has provided technical support to mission critical applications. We utilize centralized call tracking with factory trained service personnel to assure the fastest response time possible, guaranteed! 24 hours a day, 365 days a year; help is never further than your closest telephone.

Call us today to experience what our professional support staff can do for you!

## Maintenance Contracts

Nelson Systems is pleased to offer one of the most comprehensive maintenance packages in the industry. When you choose to get a maintenance contract with us, you can rest assured that any problems that might arise with your equipment will be taken care of quickly.

Below are just some of the things that are included with your maintenance contract beyond a standard break/fix response:

### Proactive Services

- **Ongoing Training**—we believe that well trained users are beneficial to both parties. Users that know how to use the system generate fewer service calls, are happier and more effective. What don't you know about your current system?
- **Active Monitoring**—Fix potential issues before they affect your users by letting us monitor your system. We will notify you when the issue is noticed and resolved. Was there ever a problem your users didn't know about until your system was down?
- **Annual Preventative Maintenance**—Our trained technical staff performs an extensive maintenance checklist on your system annually to help make sure your system is running smoothly. Don't let your system run until it fails.

## Project Management

Let NSI manage your next dictation, transcription, or recording system install. We know our solutions are key to your success, but also that you do not want to make a career out of installing them. Our highly experienced and professional project management staff will help ensure that everything goes smoothly, and let you focus on your core business.

## Training

Our training program is the best in the industry, focusing on letting you know all the operations of the system that are key to getting your work done. We know that the success of any system implementation depends on the system being properly configured and users being informed on how to do things. We have ongoing webinars with our dedicated trainer, and maintenance contracts include ongoing personalized training. Make the most of your investment by choosing NSI today!

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