

# Full Disclosure — ACS Master System

**We provide support, custom modifications, and new features for the ACS Master System, versions 9.0 and below.**

- We are an Authorized Basis Reseller/Partner;
- According to your Licensing Agreement, any Basis Reseller may provide support, modifications, and their "own upgrades" to the ACS Master System you purchased, including Basis Licensing and Basis SAM Plan Management.
- Our team has over 75 combined years of working directly with the ACS Master System as a customer, working for the original dealer, or working with Basis International owned entities.
- This team understands YOU are the customer. We have a working knowledge of your market and we are able to relate to your employees.

## **WE ARE NOT THE ORIGINAL DEALER FOR THE ACS MASTER SYSTEM.**

Our intent with this full disclosure is to not only state this fact to avoid liabilities with the original dealer, but to emphasis a clear difference in...

- Setting the bar much higher in customer support,
- Bringing you industry knowledge noticeably missing with the competition,
- Providing solutions, not just short answers or inflated invoices for a weak response,
- Supporting systems the original dealer labeled obsolete or outdated; we do this for the same price in service as current systems (your system is never obsolete or outdated to our team!),
- And, empathizing with our clients; we become part of your team and a solid resource.

We encourage you to ask our competitors the following questions:

- Have you ever created a real estimate or invoice with the software you support?
- Have you ever scheduled over 200 simultaneous jobs through a shop?
- Have you ever managed inventory with the software you support?
- Have you ever made purchasing decisions based on system reports your software generates?

Listen to their answers and then make a decision on who should be supporting your software system.

**OUR GOAL IS TO RAISE THE BAR SO HIGH IN PROVIDING CUSTOMER SUPPORT AND SOLUTIONS SO NO ONE WOULD EVER CONFUSE US WITH THE ORIGINAL DEALER FOR THE ACS MASTER SYSTEM!**

Our best marketing advantage is simply providing a superior service and solution to our clients.