

Incremental Epic Fact Sheet

Help & Support

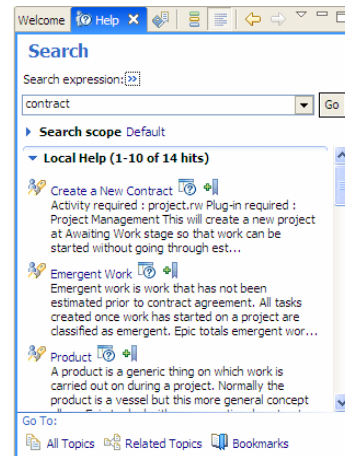
This fact sheet outlines the support available to you once Incremental Epic is installed at your yard.

Epic Help

Incremental Epic has comprehensive built-in help divided into three sections:

- *tutorials* which introduce major areas of functionality;
- *how-to's* which describe how to carry out common procedures;
- *concepts* giving definitions and background to how Epic works.

Incremental Epic offers various facilities to make this content easily accessible – search, book-marking, displaying in-line or in separate windows, or printing.



On-line Support



All the Help content is mirrored on our website.

Customers also have access to our dedicated support site, providing further information and forums for asking questions.

Dedicated Support Contact

Every customer has a dedicated, named contact for all help and support queries. This contact is either a member of Incremental or one of our local partners. In large yards we encourage the appointment of one or more 'Epic Experts' from within their own staff who we would offer in-depth training so that they can act as a first line of support.

Training

We offer training both during the introduction of Incremental Epic and beyond. This is a two-way process in which we learn about your business and how to best fit Epic to it as the same time as we train your staff. This can lead to an on-going relationship where both parties continue to tailor and optimise Incremental Epic to your best advantage.