When companies express the need for support for their ERP (Enterprise Resource Planning) and business information systems, they're often signaling a desire for much more than just technical assistance or troubleshooting. They're looking for a comprehensive experience that ensures their systems not only run smoothly but also continuously evolve to meet their business needs. Here's what they're after:

1. Proactive Problem-Solving: Companies want support teams that do more than just react to issues as they arise. They're looking for partners who can anticipate potential challenges and address them before they impact the business. This proactive approach minimizes downtime and keeps operations running smoothly.

2. Deep Understanding of Their Business: They're seeking support from those who don't just understand the technical side of the systems but also grasp how these systems support the company's specific business processes and objectives. This level of understanding enables the support team to provide tailored advice and solutions that drive business value.

3. Continuous Improvement and Optimization: Beyond fixing bugs or issues, companies crave support that helps them optimize and enhance their ERP and business information systems over time. They want suggestions for new features or modules that could improve efficiency, insights on best practices, and guidance on how to leverage their systems to support growth and change.

4. Responsive and Accessible Support: When issues do arise, companies expect quick and easy access to support. They're looking for responsive service, whether that's through a helpdesk, online chat, or direct phone support, with minimal wait times and fast resolution of their problems.

5. Training and Empowerment: Companies recognize that the true power of ERP and business information systems lies in how well their teams can use them. They want support that includes comprehensive training and resources for their staff, ensuring users are proficient and can leverage the system's full capabilities.

6. Strategic Partnership: Ultimately, companies are looking for a support experience that feels like a partnership. They want to work with providers who are invested in their success and who will work with them over the long term to ensure their ERP and business information systems continue to meet their evolving needs.

7. Scalability Support: As companies grow, their needs change. They want assurance that their support provider can help them scale their systems, whether that means adding new users, expanding into new areas, or integrating with other software. They're looking for guidance and support that grows with them.

In essence, when companies say they want support for their ERP and business information systems, they're looking for a holistic experience that goes beyond technical assistance. They want proactive, strategic support that not only solves problems but also drives their business forward, ensuring their systems are always aligned with their goals and capable of supporting their growth. Turnkey Technologies provides industry-leading customer experience that leaves zero doubt in the mind of our customers that the Turnkey team is truly their favorite partner, delivering on this vision in every way.