

DataLube

For Business Control & Customer Satisfaction

The Finest Collection of Software for the Auto Care Industry

Since 1986

Supporting Our Customers



*“We make a living by what we get,
but we make a life by what we give”.*

- Winston Churchill -



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Introduction

Providing Quality Products, Services, and Support are the main reasons for our longevity in the Auto Care Industry. This document will detail the who, what, when, how & where of the support you will receive by utilizing a DataLube Software Product.

A copy of the Support screen found in the datalube.net web site is shown below. The Support segment of the site will provide you with a little more than a general synopsis of what we will be expanding upon in this document.

DataLube
Since 1986

For Business Control & Customer Satisfaction
Software for the Auto Care Industry

SIGN IN

History Products Support Resources Contact

HOME Support MORE

Included with your DataLube Use License

Phone Support
903.791.1085
Used for Emergency or when you have a "Quick Question".

Email Support
tools@datalube.net
When you submit one or more questions and want an Email response.

Fax Support
903.791.1086
Same as Email except response will be either faxed or Emailed to you.

Remote Training
By Appointment
Must have Internet Access

Remote Assistance
6:00 am - 6:00 pm CST
Modem or Internet Access

Software Updates
Evenings Only
Modem or Internet Access
Software updates occur at least once a year. a "What's New" menu option details any changes and/or additions to your software. Any "changes" are "Key Selectable" - this enables you to use what you want.

More Support Information

This Web Site!
24/7
Check out Resources. Customers can Sign In then go to DataLube Advantage.

Test Drive the DataLube Software Today!

Call Us 903.791.1085

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Why Do I Need Support?

Things happen. Sorry, after 20+ years, when you think you have heard everything, a bird flies into the shop, grabs a cup of (special roast) coffee, then drops it on every computer



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in your shop. Seriously, “things” do happen, and when they do, you should be able to get help immediately.

Accidents

Accidents occur all the time, whether you use a computer or not. Most of the time, with any machinery/equipment, all that is needed is simply to properly shut everything down, unplug everything, wait two to three minutes, then plug all back in, and restart everything. Computer systems are like automobiles. Start the engine first (CPU – Computer), and then turn on the radio, A/C, wiper blades, head lamps (monitor, printers, etc.)

Whenever you are replacing peripherals (monitors, printers, cables, etc.) always shut down your computer system and unplug your computer before making any replacement.

Governmental Changes

Laws & Taxes may, no, will change, the way you do business in the future. Software companies, with any longevity at all, realize that changes have to be made to the software to adapt to these changes.

Additional Profit Centers

Quick Lube – Fast Lube – Oil Change – General Sales – Tire Sales – Detailing – Hand Wash – Rotations – Tire Balancing – Window Repairs – Transmissions – Mufflers – Making Keys - the list goes on. Your POS should be able to adapt to any new profit centers that you need to Make A Living. We truly listen to our customers, and, want to keep a “Customer for Life”. Many changes to our software have resulted from the requests and great ideas from our customers. We are here, and have been since 1986, because we believe in providing for our customers.

Consulting

We have great customers utilizing the DataLube Software. Our customer base consists of owners that cover the entire spectrum of business practice. We have been fortunate to learn from all of them. When you combine our mistakes, accomplishments, experience and vision, with theirs, we have become a very successful network of people.

Most of our customer contacts are question related. The “how do I ...”, “how can I ...”, “would you suggest ...”, “do you know anyone that is ...”, “have you heard about ...”, “what’s you take on ...”, you get the point.



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Software Errors

Errors? Ouch! Yes, I said it. See if any other Software company will be honest with you about that one. We are different in many ways. Our support calls average 2-3 minutes for a reason. You don't have time and we don't want to take your time to give you the run-a-round. If we (or you) find a problem, we fix it!

When you are holding a bundle of straws and decide to insert a new straw, sometimes one straw will fall from the bundle. I absolutely hate it when that happens. So what can you do? You make an IMMEDIATE correction.

More on this topic will be discussed in the Updating Your Software section found in this document.

Our average customer utilizes our Support System 2 to 3 times per year. I kid you not, in January 2008; we received a phone call from a customer that did not need us for over fifteen years! He was having hardware problems.

How Do You Support Us?

The owner, manager, or any other authorized person can contact us. An authorized person usually consists of the owner informing us that the CPA, Hardware Consultant, Lawyer or even mother-in-law will be contacting us.

While the following provides for a nice tidy approach, it serves only as a guide. The bottom line is, contact us in any method you choose when you need assistance.

Phone

Call, anytime, if you have an immediate need. When? ANYTIME. 903.791.1085. You may be wondering why many companies are using periods in phone numbers. Periods are used to assist in "camouflaging" the phone number from "crawlers" (pests) on the Internet (it looks like an IP address instead)

Email

Email us when you have simple questions, need to know how to do something, or for whatever reason. A written reply is always nice to have for reference.
tools@datalube.net



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Fax

For convenience – great when you are looking at a report and have questions and we need a copy to be on the same “page” as you. 903.791.1086

Remote Training

Utilizing broadband Internet technology, we can talk to you on the phone while we demonstrate DataLube functionality on your computer screen.

Remote Assistance

(Our Computer to Your Computer)

Using Dial up (phone line) or Internet, we can access your computer (with your permission only) and assist you in any way necessary. If you have two phone lines or Internet, we can actually talk to you on the phone while we operate your computer. You not only see what we are doing, we can explain why it is being done.

Software Updates

It is to OUR benefit and YOURS for all to be on the same page. Software updates occur at least once a year. If you're standing still, you get nowhere. The road on which businesses travel is always going to take a curve, and I've learned that the best way to travel from point “A” to point “B” is to maintain a straight line, so software updates are a necessity.

Any update to your software is scheduled to accommodate your schedule and includes a detailed menu option describing, “What's New”. Chances are, unless you visited the “What's New” menu option, you would never know we did anything. We don't want any of our customers showing up for work, following a software update, looking like a rabbit staring into the headlamps of an automobile, when they enter the updated software for the first time. Use the “New Stuff”, if you want to, when you are ready.

DataLube Web Site

(Datalube.net)

Check it out often; we are spending a great deal of time to make it very informative and useful. Currently, changes and/or additions are being made weekly.

Who Supports Us?

~~Our dedicated staff of 60 Harvard graduates ...~~ No, I do, at least 70% of the time. My name is Chuck Sears, founder and owner of our family business. Jeri Greene has taken most of the remaining 30% since 1986.



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Final Note

I founded our family business when I was 25, back in 1986. Advertising, attending Trade Shows and traveling the world became commonplace during that first ten years. With sales people in place, 800 numbers, support staff and the world to conquer, MANAGEABLE growth went out the window. While we are fortunate to have over 80% of our “Charter Customers”, we did lose some. Perhaps the happiest moments over the years have been to have a customer that “went on to better things” return to the DataLube system.

Manageable growth is the key. We don't want to be the biggest but simply the best. Installing two to three DataLube Customers a month is very manageable and allows for the best support in this and most industries.

