



CLIENT SERVICES

Exceptional service and a commitment to client satisfaction are two important reasons why more public safety agencies are choosing FDM Software.

Implementation Services

Whether your department serves a small community or a large urban center, FDM provides comprehensive, full-service client support during system implementation including:

- Project management
- Data conversion
- Technical support
- On-site installation and training

Project Management

Your dedicated Project Manager schedules the initial software installation and configuration, coordinates project resources, monitors milestones and deliverables, oversees day-to-day implementation activities, and organizes on-site training and support.

From developing the Scope of Work document to your go-live date, our Client Services team are experts in successful system implementation. Team members work closely with project stakeholders, ensuring system configuration and integration requirements are identified up front.

Data Conversion

FDM's implementation services also include converting data from your previous system. Our team will identify data mapping requirements to preserve the integrity of your legacy data.

Technical Support

Our Client Services team provides support on an ongoing basis:

- Emergency toll-free service and support hotline available 24x7.
- Ongoing phone and email support.
- Regular updates and enhancements to your FDM product suite at no extra charge.
- Access online files, current documentation and user forums on our web site.

Client Training

Our implementations are successful because our training approach places the power of the system in the hands of users. Intensive System Administrator training and Train-the-Trainer sessions provide the tools and knowledge to configure and customize the system for your department's individual needs – today, and in the future.

This comprehensive training means that our clients seldom require additional training. However, you can arrange periodic refresher or advanced courses at your site or one of FDM's training facilities.

Innovative Solutions for Public Safety

Helping clients make better decisions for the safety of their communities.

FDM Regional User Groups

We encourage our clients to participate in regional User Groups and attend area meetings. A User Forum is also hosted on our web site. Sharing information and support among departments expands your system knowledge, and group input is an ongoing source of FDM system improvements. It's also an excellent way to discuss strategies to meet regional reporting requirements.

When requested, FDM staff will attend a regional meeting to discuss items of interest. FDM User Groups are established in various regions in Canada and the United States.

Community Web Site

Our community web site connects clients with other members of the FDM community. You'll also find up-to-date information on our annual Education Conference. Access the interactive discussion forum, view online help systems and an ever-expanding list of resources to use your FDM system to its best potential.

Clients can download program updates, read new release features, check out the reports library, and download updated documentation – all in one location.

FDM Education Conference

Our annual Education Conference is a must-attend event to network, learn about FDM's product direction, view the latest innovations, and stay on top of industry trends. Education workshops offer training on existing FDM modules, and showcase new and upcoming products.

The conference and breakout sessions are valuable opportunities to discuss topics of interest and drive ideas for future FDM product direction. Throughout the week, Tips and Tricks for improving workflow in your agency are shared in both informal and structured settings.

Helping public safety agencies make better decisions for the safety of their communities.

About FDM Software

Since 1990, FDM Software Ltd. has been an innovative provider of multi-purpose software solutions for information management. Based in North Vancouver, B.C. with offices in Washington, Utah, and Ontario, FDM combines industry expertise and robust software development for full scale public safety solutions. Ask about our integrated Records Management, Computer Aided Dispatch, and Mobile solutions.

