

TECH TIPS EXTRA

INSIDE THIS ISSUE:

New Support Hotline 1

617-499-1959

The Hudson Group

28 State Street
Suite 1100
Boston, Massachusetts 02109

TechTips is edited by:
R. Lyndon Burnham, Jr.
Tech Support &
Systems Engineering

WE ARE READY TO LISTEN!

You recently received the first issue of Hudson's Tech Tips via e-mail. We hope you had the opportunity to read and learn some helpful information which will assist you in taking full advantage of the Hudson Group product(s) you are currently using, or may be considering.

We have some truly exciting and wonderful news to convey, that couldn't wait, and we felt it warranted its own special issue of Tech Tips..

*....Hudson is proud to announce that we have a new support telephone number. **617-499-1959***

So that we may continue to provide timely and responsive technical support to the rapidly increasing volume of support related telephone calls, The Hudson Group has added to its support staff. Rather than provide you with an extensive listing of phone numbers and descriptions of staff members and their specific responsibilities, we have opted to centralize our call routing especially for support issues.

Starting immediately, you can dial the new Technical Support number at **617-499-1959** and you will be greeted by an automated call routing system which will give you 4 options to select from:

1- For Routine Questions and Non-Critical Support Issues

You will be able to leave a detailed Voice Mail message outlining the nature of your problem. That message will be forwarded to the Tech Support Department. Incoming messages will be prioritized and replied to by phone or e-mail promptly.

"New Hudson Support At 617-499-1959"

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2- For Critical Emergency Support Issues.

Pressing 2 will route your call to the Tech Support Department and the on-call technician, 24 hours per day. If the technical staff are occupied assisting other Hudson clients, you will be prompted to leave a detailed voice message. That message will be immediately routed with urgent priority to the Tech Support Department. Your call will then be returned by the first available technician. Selection of this option may result in support charges being added to your Hudson account.

3- Sales & Marketing Your voice mail question or comment will be directed to our Sales and Marketing Staff.

4- Administration & Accounting. Your voice mail questions or comments will be directed to the appropriate personnel for a reply.

E-Mail will continue to be the preferred manner of submitting routine questions for our technical support staff. Sending your question to Support@HudsonLtd.com will result in copies of your message being delivered to all members of the Technical Support and Systems Engineering team. We are excited and happy to offer these new conveniences to you, our customers, so as to better and more efficiently meet your needs.

Hudson has always stood for quality of service in addition to providing comprehensive software solutions. The new tech support telephone number and e-mail address will increase our internal efficiency and our ability to provide the level of service that all Hudson clients desire.

As is commonly expressed within our company, "...our software is a product of our customers' wants and needs." We thank you for your continued patronage and are happy to deliver to you excellent products with matching quality support.

As we get this new system operational we invite your constructive comments and