



Banyon Data Systems



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“Software you expect from a leader”

Banyon Data Systems, Inc. has been designing and installing full-featured software for public organizations for 29 years. Our core integrated products include **Payroll, Fund Accounting, Utility Billing, & Point of Sale.** Other user friendly products include: Pet Licensing, Permits, Code Enforcement, Property Records, Business Licensing, Cemetery Records, Inventory, Property Tax, & Special Assessments. Our affordable, full featured software will exceed your expectations.

Why Choose Banyon Data System’s Software?

Support: Customers have ranked our quick, responsive support as our most important asset. When you call our office, the phone is answered by our support staff. We understand there is nothing more frustrating than listening to an automated voicemail to log your call when you need support now rather than later.

Value: We provide customers with software that is designed, developed, and supported by Banyon at a cost that is affordable. Our software cost ranges from \$2,000-\$5000 per application. Now, compare that to other vendors charging \$10,000-\$15,000 for the same applications containing similar features.

Proven: With 1300 installations nationwide and 29 years experience, Banyon proudly holds a leading national role in the public software industry. Our proven track record leads to many software referrals from customers, accountants, auditors, & engineers.

- ✓ Integrated applications
- ✓ Time Saving Features
- ✓ User Defined Reports
- ✓ No Licensing Fees
- ✓ Word & Excel Export
- ✓ Off Site Data Backup

**Want to learn more on how Banyon can help your office become more efficient?
Call 800-229-1130 or email sales@banyon.com to set up a free demonstration.**

Support

Quick, responsive support is one of the most important services a company can provide, and Banyon has just that. Eighty five percent of support inquiries are handled on the inbound call. The remaining fifteen percent receive return calls within 5 minutes to 1 hour.

Benefits of subscribing to annual support include:

- ✓ Unlimited telephone access **(800) 229-1130 or fax (952) 882-7734**.
- ✓ Email support@banyon.com, but it is much faster to call.
- ✓ Download software updates within all Banyon products.
- ✓ Use of BDS message board to communicate with other users.
- ✓ Quarterly newsletters.
- ✓ Online support form for items that do not need immediate attention.
- ✓ FTP data transfer built right into all BDS programs.
- ✓ Web support through Glance, which allows us to control customer's screen
- ✓ Use of BDS suggestion box, which is built into each program.
- ✓ Taking advantage of ***Banyon Data Backup Vault service***. This service allows customers to upload a secure backup of BDS data to our protected servers. (*extra annual charge)

Software support is available weekdays during the hours of 7:30 AM - 5PM (Central).

With our strong dedication to product quality and responsive support, we receive many referrals from current customers , accountants, auditors, and engineers. We understand without this type of commitment to our current customers we would not get the referrals that are so key to our business.

Training

Unlike many of our competitors who only hold training at their offices, we let you choose between your office, Banyon office, or Phone/Internet. We understand it's inconvenient to pack your things and travel. Therefore, we want you to choose the option that is best for you.

Banyon considers training to be a pivotal element of any successful software installation. Therefore, we only choose the most experienced employees to conduct training sessions. Most of our trainers have 7-10 years of training experience on Banyon products.

One or Two days of training is recommended for each core software application. After the software has been in use for a while, supplemental training can be scheduled to learn more advanced features. This supplemental training can be scheduled as a "mini session" over the web. Additionally, we would encourage those customers with staff changes to acquire the supplemental training.

Data Conversion

All data considered for conversion needs to be in a comma delimited text file, Excel Spreadsheet, or Access Database. A successful conversion strongly depends on the integrity of the data file received.

Before software installation, two conversions will be performed. One initially for testing/evaluation and a final conversion closer to the implementation date. Pricing for a conversion will be established after a sample file is received for analyzing.

Want to know if we can convert your data? Give us a call at 800-229-1130 and we can help you upload a sample file to our secure FTP transfer site for analysis.