

What our clients say about Telephone Support from Net@Work



I must be getting very redundant in my "praise" of your service team, but what can I say, they're always helpful, resolve my problems, and are great people.

MaryAnne, Educational Institution

The support team is great! In all my professional years, I have not found a support group that is better than the one at Net@Work.

Mickey, Consumer Electronics Distributor

I have found Dean to be very knowledgeable, especially when dealing with a problem involving job costing. I absolutely love the remote dial in because sometimes it is much easier to show the problem than to explain it.

Jeanne, Property Management

Dean was very professional and efficient. The problem was solved in under 5 minutes.

Jeff, Higher Education Purchasing Group

Dean is always very quick and efficient with the telephone support. It is always a pleasure to call any of Net@Work's support people

Chad, Human/Social Services

Chris is always spot on and resolves issues ASAP.

George, Insurance Underwriter

There hasn't yet been a problem or question Chris hasn't been able to help me with. He is a pleasure to work with.

Tish, Specialty Hardware Distributor

Chris was very pleasant, professional, proficient, and resolved the problem quickly. He is a definite asset to your group.

Mary, Professional Services

I could not ask for a better support team.

Millie, Specialty Retail/Wholesale

Thanks for helping me out on the snow day last Friday. Glad someone was in the office to help.

Denise, Biomedical Technology

Chris and Dean as always are extremely helpful! Thanks.

Tina, Apparel Manufacturer

Over my many years of experience dealing with support personnel from many different software companies, I have found that both Dean and Chris are the best I have encountered. They both have the product knowledge I expect and in the rare case they don't know they find the answer for me. It is a pleasure working with them.

Michael, Specialty Retail/Wholesale

The rapid response and resolution was excellent. I have always had positive encounters with Net@Work

Sally, Manufacturer/Distributor

Thank you for this opportunity to express how wonderful your team is - from the call receptionist to Chris the tech. Your team is efficient, knowledgeable, and fun!

Bridgette, Public Transportation Authority

Your response and the resolution of our problem was very prompt and professional. Chris explained all my questions thoroughly. I was very satisfied with the whole experience.

Bob, High-Tech Manufacturer

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We will renew the Annual Subscription, but NOT the Gold Telephone support from Sage Software. They promised the world, but the SAGE Gold Support didn't even come close to the support from Net@Work. I would like to cancel the Gold Telephone Support and go back to the old unlimited plan we had with Net@Work.

Lisa, Specialty Manufacturer

It is a pleasure to work with Dean. Very helpful. Goes above and beyond for the customer. I always ask for him. He's the best!!

Ted, High-Tech Manufacturer

Your tech support staff is "simply the best." Every call has been followed up on and, for my purposes, resolved quite satisfactorily.

Linda, Wholesale Distributor

Dean is awesome! I can always count on him fixing the issue I am calling about. He is extremely knowledgeable about the MAS 90 system and he quickly addresses and resolves the problem at hand.

Linda, Specialty Distributor

Excellent service every time. Although not your largest account I am always treated as the most important client.

Jeff, Manufacturer/Distributor

I was so frustrated when I called, and Mike was great in explaining what happened and remedying it. I was able to leave the snafu at the office.

Deb, Publisher

Chris identified the problem immediately and explained the solution. I was able to fix my problem with relative ease because of the manner in which it was explained.

Bill, Manufacturer/Distributor

I've always had great support when I've called Net@Work during one of my problems which of course always need immediate attention. Thank you all for helping me.

Barbara, Specialty Retail

I always receive the help I need, and clarity of explanations. Thank you for your help. Always a pleasure.

Carolyne, Public Library Network

It was great! It didn't take long for you to call me back, the problem was solved very quickly!

Janna, Destination Resort Hotel

My wait time was very short. I received my call back within minutes of calling for service. My call was handled in a very professional manner. Dean was very courteous and resolved my problem very quickly.

Elaine, Manufacturer/Distributor

The gentleman who assisted me was very courteous, extremely professional, and knowledgeable.

Myles, Professional Services Firm

Net@Work is exceptionally responsive and makes all the answers to our questions very easy to understand. Thank you!

Mary, Biomedical Manufacturer

For more information about Telephone Support Plans from Net@Work, call your Account Manager at 1-800-719-3307 or email sage@netatwork.com