Working With Us

We know that your business data is a key asset of your business. It is highly confidential to you and must be treated with the utmost care. For that reason we work in partnership with you to deliver the best possible service whilst respecting the security of your data throughout the Octelas installation process.

Once you have expressed an interest in acquiring Octelas, the first step is to send you a personalised letter confirming that all information about your business will be treated by us as completely confidential and will never be shared or disclosed to any third party (unless of course with your consent or as required by law).

With that in place, next steps will usually be along these lines:

- One of our data analysts will meet you at your business premises to get a clear picture of the data you work with and how currently you obtain your business reports and information;
- If you are using any systems which are new to us then with your consent and on a confidential, no obligation basis, we may suggest that we investigate the set-up of your data in your ERP; CRM and other software systems so as to establish the exact scope of the installation;
- If you operate a single site data system then our standard pricing model will apply (for details click here);
- If you operate on a multi-site basis then, in addition to our list price installation fee we may charge you for the additional man hours which we estimate to be required in installing Octelas across the whole data site. However in this event we will quote on a fixed price basis before you commit to proceed.
- Whether you require a single or a multi-site installation, our price includes all data analyst advice and necessary coding needed to set up and customise your installation.
- We will agree a date for installation and (for a single site), we expect to give you a working system in one day.
- Prior to installation day, we ask you to pay 50% of the installation fee as a deposit.
- On installation day we will install Octelas and demonstrate the system to you so that you are able to start to use it immediately.
- The balance of the installation fee is due 7 days from satisfactory installation.
- The first month's access fee (calculated from installation date) is included in the installation fee

So far as possible, the data analyst who installs Octelas for you will be your account manager post installation. This means you can call or email him/her any time Mon-Fri 9am to 5pm if you have any queries or need assistance. If for any reason your account manager is unavailable then the call will be picked up by another member of our team who will arrange a call back.

Alternatively you can email our Helpdesk at any time.

It is our experience that a newly installed system will be fully customised to client's needs in about 2 to 6 weeks post installation. However, to cover every eventuality, we allow a full 6 months post installation in which, at no extra charge, you are able to contact your account manager at any time to discuss further customisations which he/she will then implement for you as soon as possible. This enables you to ensure that every team member has opportunity to obtain a personalised reporting system adapted to their particular needs.

After the first six months then of course we will still be here to help you and we allow 30 minutes per month (or 6 hours in any year) for minor adaptations to the system. For most of our clients this proves to be more than sufficient to allow for routine updates and modifications.

Occasionally you may want us to eg., write an entirely new report for you or to add in another geographical data site, in which event we will be happy to discuss your requirements and provide you with a quote at competitive daily rates.

Of course, generic updates to the Octelas software and new releases of the program are offered to all clients as part of the monthly access fee and at no extra charge and your account manager will appraise you of updates as they become available. You will also receive regular updates on different ways you may gain value from particular reports as well as tips and tricks for getting the most out of your system.