

Telephone Support

Looking after and supporting our clients is vital to our customers and to us. Once software has been installed, our support team is available to help you solve problems and also discuss anything in the software that you may be unsure of.

Telephone and remote electronic support is provided directly by Dayta Designs. We implemented your software and understand how it has been set up so it makes sense for us to help you with any problems or queries.

We answer our telephone with a real human not an irritating machine that tells you to make various choices before you get any help. And 95% of all queries are answered straight away.



Qualified People

Software, databases and computer systems have become very complicated. Dayta Designs support staff have a wide knowledge and experience of Accounting, PC Networking and the Accounting Software products. This is important, as many errors are not within the accounting software but hardware or operating

system related. Our team will liaise closely with your IT specialists if necessary.

For example, a customer called in to say their Sage had stopped working, so one of our techies dialled onto the site to investigate. He found that an automatic Windows Update had forced the reboot of the server! The moral here is, do not permit Automatic Update!.



On site in seconds!

With your permission, we use the internet to access your system in a matter of seconds, regardless of where you are, or indeed where we are! We can see your screen and you can show us exactly what the problem or error is. Many problems that used to require a costly site visit can now be resolved in this way. This saves you time, money and frustration. Brilliant!

To discuss how Dayta Designs can assist your business, please contact us on:

Telephone: 01296 770007

Or email: sales@dayta.co.uk

Telephone Support

- Sage Line 50
- Sage Line 100
- Sage MMS
- Sage 200 Suite
- Sage Payroll
- ACT! Professional
- EDI –Link for Sage
- Web-Link for Sage
- Networking and Hardware
- Internet and Communications
- Training
- Support