

Deltek + **ComputerE**ase

Who and How to Contact Us for Assistance

An overview of our Deltek + ComputerEase
Departments for our Customers





Why this Webinar:

- » Remote Environment
- » Customer Experience (CX Team)
 - » Lead for ComputerEase Team
 - » Representatives of all our Departments
 - » Survey Review
- » Customer Discussions
 - » Support Feedback
 - » Customer Calls

Deltek + ComputerEase Departments:

- » Administration
- » Sales
- » Services
- » Customer Care
 - » General Support
 - » Payroll Services Customers





Administration:

- » Handles:
 - Maintenance Renewal
 - Company Information
 - Adding/Removing Authorized Personnel
 - Address Changes
 - License Information
 - What Modules do I Own
 - Billing Information
 - Payments

- » Contact:
 - ComputerEaseAdmin@Deltek.com



Sales:

- » Handles:
 - » Sales:
 - » Customer Referrals
 - » Add On Needs:
 - » Additional users
 - » Additional modules
 - » Cloud Hosting
 - » Payroll Services
- » Contact:
 - » ComputerEaseSales@Deltek.com



Services

- » Handles:
 - Training
 - Consulting
 - Custom Reports
 - Data Work
- » Contact:
 - » Website: [Construction-software.com](https://www.construction-software.com)
- » Monthly Webinar Series
- » Meet the Expert Sessions
 - Tuesday/Wednesday/Thursdays

Meet the Expert (Live Q&A) Sessions

- » This program continues to provide additional support for Deltek + ComputerEase customers as a source in lieu of logging a support call or requesting a one-on-one training.
- » Three 1-hour sessions are hosted by our experts every Tuesday, Wednesday and Thursday's from 1-2PM EDT to answer general support/training questions.
- » Great resource for new employees that are just starting to use Deltek + ComputerEase and experienced users alike!

Register at the Customer Corner!





Customer Care:

- » General Support:
 - Software assistance:
 - Chat directly with a Support Analyst!
 - Easy access to Knowledge Base
 - Technical assistance
 - Cloud assistance

- » Expanded Hours 8 am – 8 pm EDT

- » Contact:
 - » Website: Support.Deltek.com



Customer Care:

» Payroll Services Support:

- For Payroll Services Clients Only:
 - Payroll Tax Assistance
 - Employee Net Pay Calculations
 - Payroll Deductions/Fringe Assistance
 - Submission of Tax Notices
 - Payroll Parameter Changes
- Contact:
Computereasemypayroll@Deltek.com

Customer Corner

» Handles:

- One Stop location to reach most all our Departments
- Can be accessed from within the software
- Can be accessed outside the software with proper registration

» Contact:

- construction-software.com





Did You Know:

- » You can access the most common of our customer needs from within the software

Support Help

ComputerEase Support Case/RNT Case

Payroll Service Support

Upcoming Training Classes

Training Videos

Product Tour Videos

Training Request

Custom Report Request

Deltek + ComputerEase Departments – Contact Recap

- » Administration – ComputerEaseAdmin@Deltek.com
- » Sales – ComputerEaseSales@Deltek.com
- » Services-www.Construction-Software.com/Customer-Corner
- » Customer Care:
 - » General Support – www.Support.Deltek.com
 - » Payroll Services Customers – ComputerEaseMyPayroll@Deltek.com



Stay Engaged with Deltek!

1. **REGISTER** for a **Customer Town Hall**
more.deltek.com/customer-town-hall
2. **OPT-IN** to Receive **Quarterly Newsletters**
info.deltek.com/Email-Subscription-Management
3. **SUBSCRIBE** to the **Deltek Blogs**
deltek.com/blogs

