

Overview

User Experience

This section includes Q&A about **AWARE Express** end users, including information on system start-up and on-going use.

Question	Answer
How do we receive training?	Alliance provides unlimited free training webinars with the purchase of AWARE . These webinars are offered weekly for administrators and end users. Additionally, onsite training can be provided on a quote basis.
How do we get existing data into AWARE ?	Alliance provides data import services at .50 cents per case record for data that matches a predefined format. Alliance also provides data conversion services on a quote basis for more complicated data.
When can we start using AWARE ?	Your Program can start using AWARE immediately. The system set up is completed by Alliance within a week of purchase. All reports will reflect the entered or converted program data.
Can we readily export data in a usable format?	Yes! AWARE allows you to easily export data from all grids into Microsoft Excel and Word. Additionally, all reports can be exported into Word, Excel, PDF, CSV, Rich Text, and TIFF formats.
How do we get help?	AWARE includes on-line help including an Administration Guide and End Users Guide. Alliance also provides free and unlimited support. The Alliance support team is available by request directly from AWARE and by telephone.
Can we access AWARE from home?	Yes! AWARE can be accessed from anywhere you have an internet connection. This means that you can work with AWARE when visiting a client out of the office or from home.

System Set-Up

This section includes Q&A on **AWARE Express** system administrators, including information on system set-up and maintenance.

Question	Answer
How secure is data in AWARE ?	Very secure! The AWARE hosted solution provides multi-tiered firewall protection, 24X7 Active intrusion detection and response, as well as restricted access to servers.
Where is data stored?	Your data is stored in a specific database for your Program; your program will be the only users that can access your data. The database is stored at a secure facility behind multi-tier firewall protection. The facility is accessed only by authorized personnel for database maintenance.
What are the hardware requirements?	None for the server or network! With the hosted system, AWARE resides on Alliance servers. Alliance provides all server hardware set-up and maintenance including security, software, and release management. You will be able to use existing desktop or laptop computers to access AWARE through a high-speed internet connection.
Is my data backed up and how often?	Yes, the AWARE hosted solution includes a daily backup of all data, two week retention, recovery services, and uptime monitoring.

For more information about **AWARE Express** and other Alliance products, please contact:

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