



Building Positive Relationships

Brixx Support is focussed on building positive customer relationships. We realise that delivering an implementation is only the start of our relationship with clients, and it is critical to our future success to deliver support services of the highest quality to build and maintain these relationships.

"We were instantly impressed by the intuitive interface of the Brixx application and how it 'just works'". BWNL



Any organisation purchasing a software application needs to ensure that it runs smoothly to deliver a return on their investment. It is important that plans for software support are in place to cover all eventualities.

At Brixx, we have ten years experience providing cost-effective application support services. With our comprehensive support, you can focus on the everyday demands of your business.

We have built long-term relationships with our clients and have put in place proven bespoke software support services to meet their requirements.

Our team of support professionals consists of consultants and developers who deliver a highly skilled response when it is needed. Whoever you deal with at Brixx you can be confident of a friendly approach, high level of expertise and a positive attitude.



"I unhesitatingly recommend Brixx – the training and support are second to none"

Havebury Housing Association

The flexible approach that Brixx has to training and support means that all users will become completely familiar and confident with the software, and provides clients with the right skills and knowledge to maximise business benefit.

Support Highlights

Brixx offer a range of services and support to help with your use of the Brixx Software - from help documentation within the application, comprehensive support tools available via the website to Partners with in-depth sector knowledge and expertise giving advice on plan validation, audits, treasury, tax, etc.

In summary, our support resources include:

- Help within the software application, including help-texts, topics and tutorials;
- Telephone support;
- Email support;
- Internet support through our secure website including technical notes, FAQs and demonstration plans;
- User Groups - run across the country by and for the users;
- Training - A range of flexible training options - basic to advanced, available in Henley, within regions and on site;
- Consultancy - tailoring bespoke sessions to client requirements.

"The Brixx user group is a great forum for driving the future development of the software" **AmicusHorizon**



The Brixx Certified Partner and Associate Programs

We understand that clients wish to maintain existing relationships with other consultants, advisors and non-commercial organisations who may provide, for example, advice on tax, treasury or regulation, and who require access to the Brixx models. We have therefore created a Certified Partner Program and an Associate Program to address these needs.

Our Partners range from some of the UK's largest accounting firms to professional service consultancies with expertise and experience in the social housing sector. Partners provide a range of services from implementing the Brixx software at client sites and running plan building days to reviewing, auditing and validating plans whilst also providing treasury advice and other services.

Our Associates are from organisations such as Regulatory, Trade Bodies and banks who need services ranging from analysis, review, validation and audit of Brixx plans to funding, treasury reviews and sector analysis. Certification is on an annual basis to ensure the on-going quality of the program.

About Us

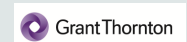
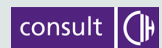
With a complete range of unique products, services, support and maintenance complemented by a wide Partner network, we have been helping clients to model their businesses more efficiently for over 10 years.

We pride ourselves on the fact that we are able to provide software and services that deliver high value to our customers - a fact that is reflected in our customer satisfaction levels.

We have clients across the country in the Social Housing sector, Education and Health sectors using the Brixx software.

Over 360 RSL/HAs, Local Authorities and ALMOs are now using Brixx across England, Scotland, Wales and Northern Ireland to support their financial planning process. Our software is used across the largest and smallest organisations, regulatory and industry representative bodies.

Certified Partners



SECTOR WEEDON GRANT

Smith & Williamson



For more information on Brixx please contact us at:

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