

# Joinerysoft launch training days

**Always keen to provide extra value, Joinerysoft are launching a new series of training days. Aimed at customers who want to brush up on their skills and learn more about JMS's new features, the training day provides a low cost alternative to on-site training.**

Designed to be hands on customers are encouraged to bring their laptops with them to maximise the advantages of training. The first training day planned for 24th April 2008, has the added advantage of being held at the award winning Hook Norton Brewery, near Chipping Norton, Oxfordshire. Customers can enjoy the benefits of a training seminar with a tour of the steam-powered brewery thrown in for



good measure. Sampling will take place at the end of the day however!

More training days will take place across the country, with

dates and locations announced shortly.

Following on from initial training, Joinerysoft continue to provide a comprehensive support package

to all its customers. Providing 3 months free support on purchase, most customers choose to continue with the support package, which includes telephone and internet support. Using Log Me In software Joinerysoft's technical support team are able to remotely access customers' computers to solve a problem or demonstrate a procedure. This feature is available to all customers who have broadband without the need to download additional software.

With customers spread out as far as Ireland, Scotland, Australia, Channel Islands and even South Africa, Joinerysoft are also making use of latest technology Skype software to provide free telephone calls for customers requesting support

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Customer, Gerard O’Leary, based in Enniscorthy, Ireland, has had occasion to be thankful that Joinerysoft go the extra mile to ensure customer satisfaction. Faced with the situation of training new staff, he has been able to confidently trust Joinerysoft’s technical support team to talk staff through unfamiliar procedures. Gerard comments, “Our backup service has been excellent. Anyone purchasing JMS should have no fears for customer support. The support team always gives time to each customer.”

Joinerysoft’s continued commitment to development is paying off as customers regularly receive new features and enhancements, frequently suggested by customers themselves. Simon Bartlett, of Woodbase Joinery believes “JMS

ongoing development is first class. I look forward to upgrades and new features.” Gerard O’Leary also believes “Joinerysoft are interested in hearing our ideas and then work towards implementing them” He adds, “The new improved cutting lists with diagram options are just what I need”. Another customer, Nigel Foster of Phase One Joinery, also likes the updated drawings. He comments, “The large image of each item shows the joiners exactly what they have to do.”

For more information about Joinerysoft’s support or forthcoming training days please contact us on:

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