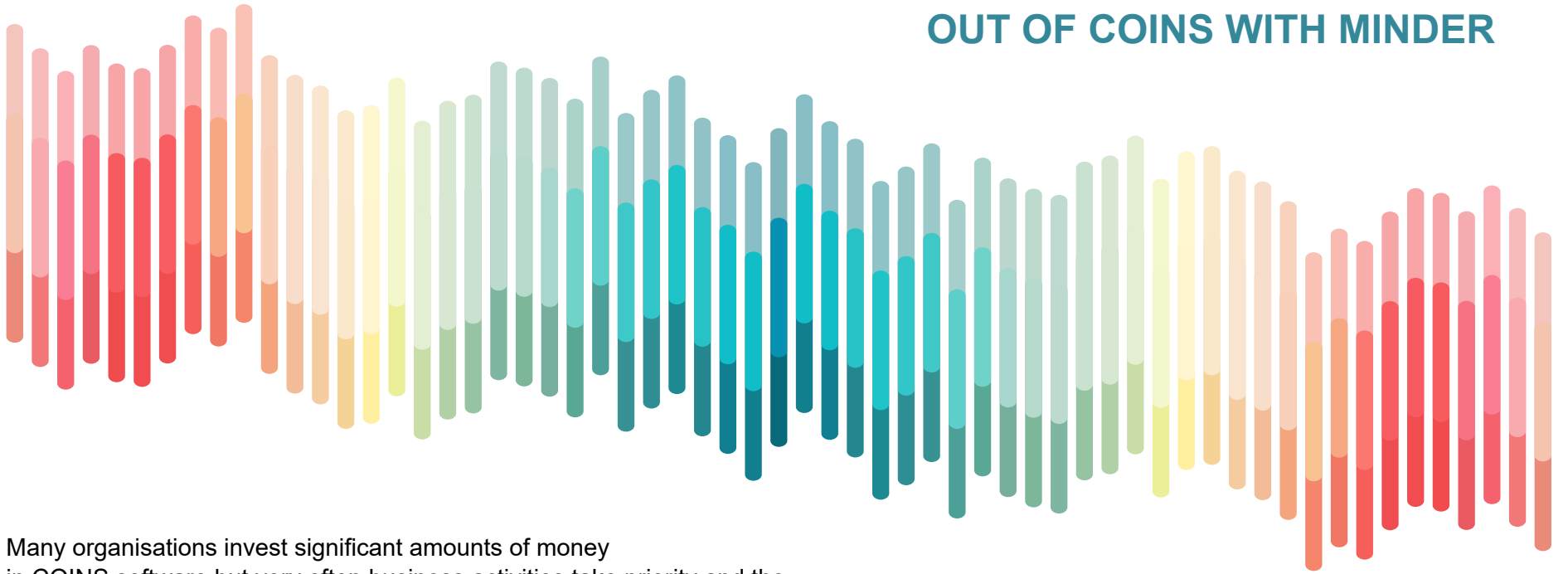




GET THE BEST OUT OF COINS WITH MINDER



Many organisations invest significant amounts of money in COINS software but very often business activities take priority and the correct use of the application gets lost in the mix. User base changes and people who problem solve with alternate methods can reduce the efficiency of the application and create unnecessary errors. In addition to the software support provided by COINS, **Minder** is designed to help users stay on track with best practice use of the system; offering expert advice and system administration, reducing hold-ups in *business as usual* processes.

SERVICES INCLUDED

User Access and Authorities Management/Admin

We can rapidly determine COINS user access concerns by filtering menu options and controlling authorisation limits. We can also introduce improved, workable allocation and segregation of duties, mapped in our advanced, easy-to-use user-access groups.

Problem solving

Our team can resolve business challenges quickly - particularly around processing confusion. We can hand-hold your users with 'how do I?' and 'why can't I?' queries, helping you focus on your day job.

- ⊙ Access to daily advice via phone/on-line ticket portal
- ⊙ COINS ticket logging on your behalf where an application fix is required

Regression Testing and Service Packs

Our team can undertake your time-consuming regression testing, ensuring you have the most up-to-date COINS functionality and time to focus on important business activities.

Forms

Access to our library of standardised template forms, providing consistency of design and layout for all your printed and emailed correspondence, or changes to your existing forms.



We come to HISL because we don't have the level of COINS knowledge in-house to resolve business problems, provide training and develop the system. The COINS helpdesk is really only for when the software is not working, not when we do not understand how to use the software. The support of Henley has been valuable to ensure we can use the system and develop it to its full potential.

Quote from a Minder customer



GET IN TOUCH

If you would like to know more about how Minder can help you maximise your COINS investment, please contact us:

0330 995 0200

lindsey@hisl.co.uk or complete our [online enquiry form](#)



Minder video