



"Offering YOU Software Support, Training and Efficiency"

Front Line Business Consultants is a Canadian company dedicated to providing software support and training. Our focus is on customized solutions in easy-to-understand lingo.

Our process is simple. First, we listen, determine if your needs fit our service, and if so, provide the support or training necessary. The end result is to be productive without you wasting time and energy. Our team has combined training, support, application use and business experience. Services are provided to a wide spectrum of users.

Training & support that meets your needs = increased productivity, knowledge and comfort level.

Benefits

Save time, money and frustration, increase income, better lifestyle and better work habits
Resource to call or email = less stress

Questions

Are you wasting time on the computer and need help?

Would you like to learn sophisticated tips and shortcuts?

Would you enjoy up-to-date websites, company manuals, and orientation packages?

Yes, please read the information on our computer courses and support link.

Services

We support a wide spectrum of clients in a variety of ways and believe in supporting what we actively use to provide real life solutions and efficiency techniques. While we train primarily in Alberta, our telephone and web support reaches worldwide. Details about scheduled courses is provided on the web site and can be faxed.

The course descriptions on our internet site provide an example of the types of software and topics supported. Upon demand and over time, additional software titles will be added. We encourage your feedback and look forward to supporting you.

Types of Service

Corporate Services

Orientate new employees to software, intranet, network filing system

Analyze current documents for efficiency

Provide help support on software issues

Deliver customized training solutions to your organization

Develop training sessions, and methods that address employee profiles

Liason between software users, managers and IT developers.

Liason between internet provider/web designer to ensure your website remains current.

Screen test your PowerPoint presentations and use us as your test audience.

Ask for Joanne to discuss your organization's needs. 780 462-4427

Home and Home Based Businesses

Have a resource person for your software questions and training.

Get phone and email support that can walk you through your needs.

On-site training is available. [Click for details.](#)

Check out our support packages and training sessions.

Consultations

Explore your needs with a knowledgeable unbiased sounding board and advisor to help explore your needs.

Prepare a viable cost effective plan of action

Email: consult@frontlinebusiness.ca or call 780 462-4427 for a consult.

Non Profit Association Support

Have a resource person for your software questions and training.

We can keep your by-laws up-to-date

Orientation manuals getting unruly? Our organizational and software skills can save you hours.

Grant writing - coming soon.

Documentation Service

Orientation manuals getting unruly? Our organizational and software skills can save you hours.

Provide training material and work as a member of the team when customized software is being implemented.

We keep your by-laws up-to-date to streamline associations so staff, management and board members can do their work.

Grant writing - coming soon.

Support

Support is offered by help desk agents and instructors who years of experience. We are a growing company and dedicated to service. Because we are active in the classroom, client location and servicing your calls, voice mail may come on. But we hate waiting as much as you. So please leave a message. We do get back. Also, we welcome your calls and emails at any hour.

Telephone support. Hours of operation are:

Monday - Friday 9 am - 10 pm. (MST)

Saturday and Sunday - noon till 5 pm (MST)

Closed on statutory holidays.

Estimated response time - immediate - 2 hours

If all agents are busy, please left a detailed message, your name, customer number, type of problem, phone number, preferred time for call back during business hours. Note: Long distance callers out of the Edmonton area would be called back as a collect call.

Charge: First 15 minutes or portion thereof spent on a call has a flat charge. Time over 15 minutes is charged by the minute. Administrative time establishing your account information such as name, address, billing method, etc. is not billable time to you. Please see our support packages for cost.

Purchasing telephone also provides you with web support. Web support response time will be immediate - 12 hours.

Web support. Hours of operation are:

Monday - Friday 9 am - 10 pm. (MST)

Saturday and Sunday - noon till 5 pm (MST)

Closed on statutory holidays.

Estimated response time - immediate - 12 hours.

Please register on the web site or call and an agent will be happy to set up a package for you.

Charge: First 15 minutes or portion thereof spent on a call has a flat charge. Time over 15 minutes is charged by the minute. Administrative time is not billed to you. Please see our support packages for cost.

Purchasing web support also provides you with telephone support. Telephone support response time will be immediate - 2 hours. Note: Long distance callers out of the Edmonton area would be called back as a collect call.

Support Packages

Order now (E-commerce)

Packages and Gift certificates available

Packages:	Charge to Client	
Pay-As-You-Go	\$18 for first 15 mins of each call or portion of. Calls over 15 mins are billed \$1 for each additional minute.	
Package 1 - 6 hrs Prepaid	Package 2 - 30 hrs Prepaid	Package 3 - 60 hours prepaid

Hours of Service

Days of operation: 7 days a week. Closed on statutory holidays.

Monday - Friday 9 am - 10 pm MST

Saturday - Sunday noon - 5 pm MST

We accept Visa and MasterCard

Members of : Edmonton Chamber of Commerce

South Edmonton Business Association

Contact

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