

# Let's improve support

## Reliable and professional support

Direct is an unlimited support solution for PC users at all levels, who need fast, professional assistance to resolve a specific task in Microsoft Office.

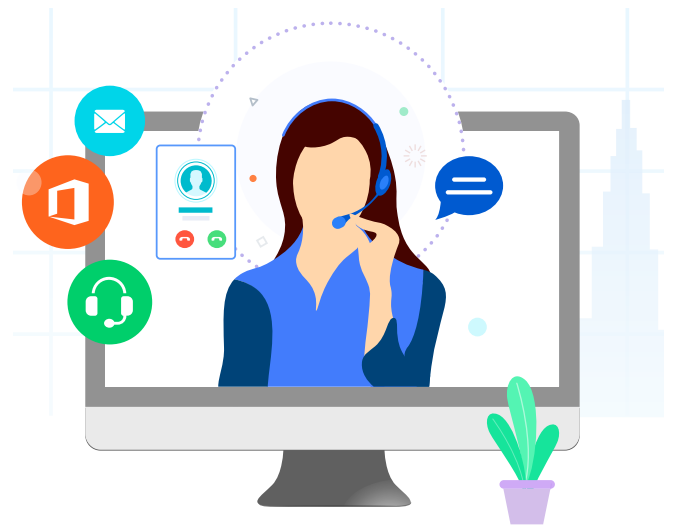
### Overview

With Direct you get competent and helpful user support whenever your users need it:

- **Get help fast**  
Direct ensures the PC user direct access to a competent and service-minded support consultant who helps the user accomplish the task at hand.
- **Utilise tools to the full extent**  
Microsoft Office and Office 365 are constantly being expanded with smart new functionality and options. Direct provides direct access to the latest know-how from our experts.
- **Complete your projects on time**  
There is no such thing as a bad question, and our professional support consultants provide friendly and helpful service to assist users.
- **Get unlimited assistance**  
With a Direct support solution, all your employees get free access to unlimited support in Microsoft Office etc.

### Features

With Direct there's no self-service or queue function – you get direct contact!



- **Unlimited access**  
The unique Danish support solution builds on healthy values regarding professional assistance with a good customer experience. An Office add-in can be distributed to the users' PCs, from which they can gain direct and unlimited access to Dania Software support consultants.
- **Personal support**  
As a Direct-customer you are guaranteed that users get direct access to competent, personal functionality support and troubleshooting from our experienced experts for the full scope of the program.

## Sounds interesting?

Contact Kim Erbo Christensen, Country Manager UK, on tel: **+44 203 630 1566** or by e-mail: **kec@daniasoftware.com** to learn how we can assist your users.

### Dania Software A/S

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- **Flexible solution**

Direct can be made accessible for all staff, end users, or implemented as 2nd line for an in-house Service Desk. Our support consultants work closely with your IT department when users face technical challenges in your environment.

- **Ideal for upgrades**

When adding new staff or rolling out new or updated versions of software products, such as Office 365, throughout the organisation, you will need effective and competent handling of the many questions that arise. Direct is ideal in all situations and can handle peak loads:

"Whether our employees encounter an error message on the screen or have a typical user query, they can always contact Direct to get professional support for Microsoft Office. If the questions go beyond the Office programs, Direct does not hesitate to refer the users to our internal helpdesk to ensure that the users always get the right support."

- **Maria Mathiesen, Systems consultant, BEC**

### Scope of support

With many years of experience, we offer support for a host of solutions. See below for a small selection.

- **Windows**  
Version 10, 8, 7
- **Microsoft Office**  
Version 365, 2019, 2016, 2013, 2010
- **Microsoft Word**  
Version 365, 2019, 2016, 2013, 2010
- **Microsoft Excel**  
Version 365, 2019, 2016, 2013, 2010
- **Microsoft Outlook**  
Version 365, 2019, 2016, 2013, 2010
- **Microsoft PowerPoint**  
Version 365, 2019, 2016, 2013, 2010
- **Microsoft SharePoint**
- **Microsoft Teams**
- **Adobe Acrobat (DC)**
- **DynamicTemplate**
- **AccessibilityFixer**
- **OutlookSignature**

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