

2. First Class Service & Support



Our priority is making our customers happy. We know our customers personally and they know us.

We work with you from the start and never stop. Developing HR and payroll software is our speciality. We understand the business.

Personalised service and Expertise



Our team members are all trained in Human Resources and Payroll best practices and are members of the Canadian Payroll Association.

The team that works with you during the implementation process will be with you for support on an on-going basis. When you contact us for anything you will reach live team members that know your business and work with a sense of urgency for even the smallest issue.

Analysis & Training. Available on site



The first steps involve working with you to understand your business and train you on Umana.

We start with a quick tour of the software. Then together we look at your most pressing needs and how Umana can help. We show you how to get the most out of Umana.

- [We like the personalized approach we enjoy working on-site with you. You get to know us and we learn about you and your team.]
- [What are your rules and exceptions? What areas cost your business money what can we do to streamline them? What can be automated and what can't? How can Umana simplify your process?]

Getting Started: Configuration, Customization, Conversion



To get started, we train you on Umana and show you how to configure it. We help, letting you do as much as you want or can. When customization is required we are there with you as well.

- Loading your existing data into Umana puts all your employee information in one single place. If you can get the data out of your existing system, we can do this for you. (No one else does this, by the way.)

Support never ends



Keeping you up to date with new government requirements and new features is an ongoing task. We can train your new staff and help you when your collective agreements change. Carver Technologies staff has been supporting Umana for over 20 years, and we plan to do so for the next 20 years. You are never alone; we are always there to help.