Features & Benefits	Client/Student	Case Mgr./Educator	Administration	IT
Access				
Dedicated ATS web site at www.Dell-AT.com provides program overview, partner product videos, datasheets and specifications for best in class computers, peripherals and assistive technology. Useful site features include live chat, e-mail contact, user tutorials and access to the AT Configuration tool powered by EVAS.	●	●	●	●
Dell™ Assistive Technology Configuration Tool creates awareness and can be used to evaluate and procure assistive technology solutions to meet the specific needs of people with disabilities. The tool allows for a seamless transition from the SETT framework to selection of solutions that align to individual needs. The configuration process ensures accuracy, cost effectiveness and focuses on best in class technologies that are research based and research proven.		●	●	●
Dell™ Assistive Technology Learning Center provides access to partner and product videos, online training videos, webinar based training and the availability for on-site training services. The online ATS meeting room also provides customer support features such as live chat and email access.	●	●	●	●
A Single Purchase Order to Dell™, a responsive reliable vendor, simplifies procurement by eliminating the need for multiple PO's and deliveries and the time consuming, costly administrative procedures they require. Dedicated program manager provides single point of contact for process management and problem resolution.		●	●	●
Integration				
Integration Services consists of assistive technology software, hardware and peripherals all installed, configured and tested. A primary engineer sets up the computer and installs software, hardware and peripherals. Next, a Quality Assurance engineer tests and inspects the system and certifies the configuration meets order specifications. All pertinent information is entered into the EVAS Tech Support database for future customer care. The system is checked a final time in shipping before it is sent to the customer. Time is money and by letting our experts perform these tasks, your organizations frees up it's own resources.	●	●	●	●
Dell™ ATS Integration also allows staff to focus on client/student care and other departmental objectives rather than managing the delivery and installation of technology from multiple vendors. This save valuable time and resources of the IT staff.	●	●	●	●
Dell™ ATS Integration shortens the time it takes for the complete solution to be delivered. The system is ready to run when it arrives helping client/students begin to achieve their personal goals sooner.	●	●		
Support				
Warranty - Three Year, Next Business Day On-Site Dell Warranty service managed by EVAS protects your valuable investment and ensures your ATS solution stays up and running.	●	●	●	●
Technical Support - ATS knowledgeable and experienced support staff and system engineers are available through a dedicated toll-free number Monday thru Friday (8am -8pm ET). Calls are answered the same day or within 24 hours to ensure problems are addressed quickly and efficiently. Management of Dell onsite warranty services with incident tracking to ensure problem resolution.	●	●	●	●
EVAS Easy Access Remote Support Software provides an easy to use, accessible link so that EVAS engineers can remotely support client/students ATS systems. Using remote access in many cases, the problem can be solved in a matter of minutes.	●	●		●
EVAS Easy Access Backup and Restore Utility Software provides an easy and accessible way to back-up, protect and restore system critical information in the event of a computer malfunction or data corruption. Backup files, folders or the entire partition to another internal drive, CDs or DVDs, or to external media such as a thumb drive.	●	●		●
EVAS Easy Access Media Suite Software provides an accessible interface for all of the most common multimedia projects and tasks including creating Audio, Image and Data CD's and DVD's. It also includes easy to use, accessible Audio and DVD players, Voice recorder, RSS Feed and an Erase Media function.	●	●		
EVAS Easy Access Information Center Software installed on the system provides detailed information about the computer and its specifications including serial numbers, reference guides and online manuals all in one easy to use, accessible interface.	●	●		●