

Support. Helping you succeed.



Small nonprofits can get so focused on day-to-day demands that it can be hard to see the bigger picture.

We're here to help.

Ensemble Works helps you step back and see the forest.

Ensemble Works is based on stable, standard technologies. This design decision eliminates the need to support complex compiled software. It also greatly reduces the risk of unexpected system failures. Despite that, support is critical. We strongly recommend that organizations using Ensemble Works designate a competent and reliable technical support firm.

Installation & Conversion.

- We work with you to identify your needs.
- Website customization.
- Installation on your organization's domains.
- Separate administration and system domain for added security if desired.
- Data migration to your new website.
- Preparing the site for launch.

Training & Documentation.

- Personal, in-person training for staff.
- Reference documents provided for ongoing staff use.

Initial Support Period: The First Three Months.

- Technical support for all technical issues.
- Staff support as needed for operational issues.
- System introduction and training for your designated technical support firm.
- Your designated technical support firm takes over ongoing support responsibilities.

Supporting Your Support.

- Comprehensive system architecture documentation for technical support personnel.
- Coordinate the handover of support to your technical firm after the support period.
- Provide system support to your support firm for technical and operational issues.
- Provide your support firm with technical updates and new capabilities as they become available.
- Support the creation of a support group for firms supporting Ensemble Works installations.

Ensemble Works. Built with security, reliability, and stewardship in mind.