



InterWeave Smart Solutions

FAQ'S

InterWeave SMART Solutions deliver powerful yet easy-to-use configurable integration Solutions; integrate data from any application, process, gateway, protocol, partner > customer < in the world.

Q: What are **InterWeave Smart Solutions**?

A: **Smart Solutions** are hosted, SaaS solutions that are complete, pre-built integration Solutions - between "Best of Breed" applications. All processes, workflow logic, mapping is ready for you to configure - with a mouse and the web. **Smart Solutions** are completely configurable by the customer with picklists, drop downs or custom fields.

Q: How do I access **InterWeave Smart Solutions**?

A: **Smart Solutions** are located at our Managed Services Provider, Rackspace Managed Hosting. Rackspace is Sarbanes/Oxley, SaaS 70, Salesforce and Symantec certified. Go to www.interweave.biz and select Login and your there.

Q: How do I purchase **InterWeave Smart Solutions**? Is an online demo available?

A: A video demo is available on the **InterWeave** website under **Smart Starts**. If you would like to see a live demo, just email sales@interweave.biz or call 203 274 5226 to arraign.

Q: What **Smart Solutions** are available?

A: **Smart Solutions** are organized by Categories; CRM, Financial, ERP, eCommerce, Billing, Telephony, Support, etc. Don't see what your looking for? Just call us, good chance we have it.

Q: What skill set is required to use **Smart Solutions** and how do I learn to set up **Smart Solutions**?

A: You don't need to be a technical resource, analyst or developer. We supply the **Smart Solution**, the servers, the support personnel and most important; we supply the application knowledge at a process, data and technical level through years of working with them - in configurable form **Smart Solutions Smart Solutions**. A **Smart Solution Specialist** will be with you throughout—setup, test, deploy.

Q: **Smart Solution training**—what's involved?

A: In addition to a **Smart Solution Specialist** working with you, a full Help and Training Guide is available to you at <http://www.interweave.biz/documents/InterWeaveHelpandTraining.pdf>

Q: What is **Smart Solution support** and how do I contact them?

A: **Smart Solution support** is available 24/7/365. email is support@interweave.biz or call our Support Hotline at 416-242-7910. Additionally, **Smart Solutions** monitor data and connection in real-time with email or IM notification. □

Q: What's involved to run **Smart Solutions**?

A: **Smart Solutions** are a hosted service. A browser, web address, User ID and Password and your in business. We support any browser and we're customer hardware agnostic.

Q: Does my company's IT department need to be involved?

A: Typically not. The only technical procedure done is to load the connector to work with your QuickBooks Company file. The process is completely documented in the Help and Training Guide and we're happy to assist.

Q: What support is available to meet to create, test and deploy my **Smart Solution**?

A: A certified **Smart Solution Specialist** will be working with you to make your deployment simple and straight forward. We have a series a steps we follow; Step 1, Step 2, Step 3 and your done. If you need assist with configuration, support or any issue that arises, our Professional Services can assist or we have many certified consulting partners we work with.