



Scalable and Highly-Configurable Enterprise Quality Management System

FAQ:

Can I try ACE™ for free before purchasing it?

Yes, PSC Software™ hosts a free, no obligation 30-day evaluation version of the fully functional software. PSC™ does not give extensions on evaluation versions of the software.

Can ACE™ be installed within a company's managed server environment?

Currently, ACE™ is a SaaS (Software as a service) and only offered as a cloud service, hosted with AWS (Amazon Web Services) and managed by PSC Software™. If you have interest in hosting ACE™ in-house please contact info@pscsoftware.com

Do I need to have an IT or coding background in order to configure ACE™?

No, we have structured ACE™ in a user-friendly interface that allows for almost anyone to be able to configure the system. System administrators are taught how to completely configure the system during the free training sessions offered by PSC™.

What is the cost of ACE™?

ACE™ is priced on a tiered system, which varies based on the number of users and the features purchased by your company.

What does the annual fee for ACE™ cover?

The annual cost of ACE™ covers maintenance and technical support, perpetual upgrades of the software, cloud hosting costs, two to three hour system administrator training sessions and the renewal of the licenses for ACE™.

Does PSC offer professional services for ACE™?

Yes, we offer professional services for data migration, configuration, and validation of the system at a time and deliverables hourly rate. Contact info@pscsoftware.com for more information.

How will I receive the purchased software?

Once we have received a signed proposal, PSC Software™ will set up your instance according to the scope of work in the proposal. Once finished, a unique URL specific to your company will be given to you in order to access your live instance.

Can I trust the security of ACE™ with it being based and stored in the cloud?

Computer system security is not only a customer requirement; it's also a regulatory requirement. We guarantee customer satisfaction, which includes complete privacy and security. The infrastructure that ACE™ is built on has passed stringent audits by various entities including government agencies, the inherent security controls have been attested to by a Ernst & Young, and the same infrastructure also serves the needs of the United States Department of Defense, as well as other countries and Fortune 500 companies who demand secure systems.

What kind of training is available for ACE™?

PSC offers training programs with the purchase of ACE™, which includes two to three hours of system admin training. This training will be focused on administrative users and how to configure/set up ACE™ in a way that is customized to your company.

Can I get a refund or upgrade after purchasing a license?

If you want to discontinue use of any PSC Software™ product, we offer a no-questions-asked 30-day money back guarantee. Within these 30 days, if you wish to return your product you can contact us directly to discuss the process further. Upgrading your software is always an option and can also be done by contacting us directly.

Is there a support team available for me to call for help with ACE™?

PSC Software™ offers full technical and maintenance support for ACE™ during business hours for our customers as part of the annual cost.

For any additional questions please contact us directly at info@pscsoftware.com.