



Jane-HR - new on-line help and support site

Jane-HR is a new, on-line help and support site from HR and payroll software specialists, Jane Systems, for use by product partners and their customers.

The site has been designed to provide a highly responsive and immediate support service to users through an easy-to-follow library of modules that mirror the layout of the software. It includes explanations of how the different forms work and what they do.

Jane-HR now provides a core area for software updates and downloads, including peripheral products. It also incorporates additional facilities, such as alternative report formats and automated data updates for essential information, which includes Inland Revenue, National Insurance and other tax rates, as and when they change.

For partner organizations, there is the option for on-line submission of support requests. This means our partners can register queries and issues on the site and we can then respond efficiently and effectively to these requests. The submissions are fully integrated with ZENDESK®, so that all help and support calls can be logged quickly and dealt with promptly.

Because the site provides an all-round information source, it is updated regularly to ensure it meets the demands of our partners and users. The aim is to save people time in performing searches by accessing our knowledge base for technical solutions and by providing an all-encompassing information source for querying.

Jane-HR was introduced in early 2010 and is already being used on a regular basis by all partners and users.

To view this comprehensive support site at first hand, visit www.jane-hr.co.uk.

For further details on the Jane Systems on-line help and support site, contact Jane Systems by email to nigel.sargent@jane-systems.co.uk, or phone on **01792 522224**.

Jane Systems is a Swansea-based human resources and payroll software specialist that offers a suite of dynamic and flexible products as well as independent functional components designed to meet the HR requirements of any modern organization. Solutions cover all elements of HR requirements, including personnel, staff development, recruitment, payroll and e-HR.

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