

Enhancements “Plus”

PBSI Software Enhancements

Enhancements “Plus” customers get free software enhancements, with documentation updates included. Each software release brings additional features, new reports, and improved performance.

Regulation Changes

In the ever changing health care market, regulation changes are a certainty. PBSI stays abreast of regulation changes from all major payers, automatically supplying enhancements that deal with new requirements.

Documentation Revisions

With each major enhancement release, documentation revisions are provided, punched and indexed, for insertion into your PBSI supplied manual.

Enhancement Group Meetings

Free to all clients, share your suggestions, exchange ideas with other PBSI clients, and meet the staff who designs and supports the PBSI software. User Meetings provide a chance for you to learn about new features, share in PBSI’s strategic planning, and vote on enhancement ideas to have included in future releases. The User Meetings include lunch at no cost for each Enhancements “Plus” client.

Free Manager Meetings

PBSI invites client office managers to a free training and round table discussion session at PBSI. These meetings have proven to be very popular among managers, as tips and techniques are shared on a variety of management issues

Free On-site Management Reviews

A valuable part of Enhancements “Plus” support is a free annual site visit, provided in your office by a PBSI medical analyst. On each visit, we’ll answer questions, review your use of the system, and verify your understanding of various software features and reports that some clients would otherwise miss. These visits are very useful in helping you make the best use of *new* enhancements.

Free Help Desk Support

As a PBSI Enhancements “Plus” customer, you have free access to our toll-free customer service help desk at all times during the standard work week, 8:00 A.M. to 5:00 P.M. including lunch hour.

Experienced Support Staff

To insure that help desk support quality meets exacting standards, only experienced PBSI personnel respond to your help desk calls. New employees go through a long and intensive training program before actively participating in user support.

Fast Response

The average question or problem encountered by the PBSI software support staff is resolved to completion within 15 minutes or less. This means minimal down-time for you.

Guaranteed Availability

We have at least two staff members dedicated to customer help desk support. If a difficult problem arises, a PBSI analyst will connect to your computer, allowing remote diagnosis and resolution of any software related issue— eliminating all travel time.

Free Client Training

Free on-going group training classes, and free training for new managers.

PBSI Newsletter

PBSI’s free periodic newsletter is published to all clients providing tips and instructions on system use, with a variety of other items of interest.

Commitment to Quality

We have worked hard to earn a reputation for quality service and support. When you join our client family, we commit to earning that reputation with you.



PBSI—Positive Business Solutions, Inc.

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“Helping clients achieve success – since 1983”