

Our Goal: #1 with Every Customer

Carr Scott Software's Focus on Support



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"We have great respect for our customers, and we make a point of understanding what you really need from us."

I'm really pleased at this opportunity to showcase Carr Scott Software customer support and consulting. Our philosophy can be stated simply: It is to be your best vendor—to deliver the best products and the best support you've ever had.

During my years as a field analyst with Tandem Computers, I had the chance to learn what support was all about. My colleagues and I had broad exposure to the full product line, and we acted as advocates for our customers. This environment was conducive to gaining a deep understanding of where our customers were coming from. It was all about what they were trying to do with our products, instead of just what our products could do for them.

This experience has translated well for Carr Scott. We enjoy extremely close partnerships with our customers. For HP, we provide software that the company resells under the NonStop name. For the products we sell under our own brand, we work closely with the end users to assure an effective solution. We have great respect for our customers, and we make a point of understanding what you really need from us.

We pride ourselves on superior responsiveness. If you ever have a problem with a Carr Scott product, you can be assured that we will address it immediately and effectively. That goes for all of us, including the designers; in fact, there's rarely an issue that our development staff does not review, ensuring that product enhancement is a continuous process. And, of course, we don't just wait for the phone to ring. We are extremely proactive when it comes to installing and configuring our products, providing any required training, and updating manuals and other documentation as needed.



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At Carr Scott, we want our customers to believe that these are the best products they’ve ever used, with the easiest installation and the best support available. I joined this company because I knew that Escort SQL, our original product, was responding to a real need—unlike many of the “toy” products that came out during the Internet boom. In addition, because I knew the designer (co-founder Dr. Richard Carr), I knew the product would be of the highest quality. This is still true—Carr Scott products really do a good job for our customers.

Because of our background and close relationship with HP, we’ll always be here for you with help and answers that make a difference. We know how the systems work, inside and out, and that experience helps when you’re taking on new technology. Having seen it before helps too: We’ve done more Enscribe-to-SQL conversions, and added TMF to more non-TMF applications, than anyone else on the planet. We care about you and your project, and we prove it every day. Just ask our existing customers.

So here’s what I want: When someone mentions Carr Scott Software to our customers, I want their faces to light up. I want them to say, “Oh, yeah, those guys—they’re great!” I want people to say that other vendors should model themselves on us, and to view Carr Scott as the provider of the best products and the best support, bar none. Our solid reputation for excellence and integrity across the board is a source of enormous pride for us. We will continue to work hard to build your trust and maintain your confidence in our products and services.

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