

Vanguard Appraisals, Inc.

Service Contract Coverage

Often we get questions on what is included in the VCS Service Contract. Below is a list of everything that is currently included in your service contract. Please take a few moments to review what goes into our service contract.

User Group Meetings: Currently, six User Group Meetings will be held once a year in six states (Iowa, Illinois, Minnesota, Missouri, North Dakota, and South Dakota). These meetings are very popular, showcasing the new software enhancements and allow clients to meet directly with the software developers to present their own new ideas. Furthermore, there is no limit to the number of assessment staff that can attend.

Workshops: Workshops are designed to present more specific information on particular topics. Examples range from state specific enhancements to how to use the pricing manual. Typically, workshops only last one day and are smaller than User Group Meetings. Seating can sometimes be limited, providing clients with the opportunity to ask more questions.

Enhancements: Some companies charge for every enhancement to the software. Not Vanguard Appraisals. At Vanguard, we take every client suggestion very seriously. Whether a suggestion is emailed, phoned in, asked at a User Meeting or Workshop, they are all written down and entered into our changes list. Before the start of every release, we look over the list and see what can be done to provide everyone with the most benefit while still adhering to standard Mass Appraisal methodologies. Chances are, if you have had CAMAvision long enough you have seen some of your suggestions made in the software.

Software Rewrites: Due to advances in technology and pricing manual rewrites sometimes it is necessary to re-write the entire CAMAvision system. During the redevelopment, many processes are stream lined, screens are redesigned, new database types are added, and user requests are implemented that could not have been done in a regular update. Unlike other companies, Vanguard Appraisals does not charge extra for software rewrites and clients can use time on their current service contract or service plus contract to cover training and installation on the new software.

State Law Changes: Often times state laws can change, which then forces a change in the software. Some companies might say that they would need to charge for changes such as these. Not Vanguard. We are implementing this change, like many others because we know users need to perform their daily work easily and efficiently.

Pricing Manual Changes: When the pricing manual changes so does our software. Most companies charge additional fees for pricing manual updates. Once again, there are no additional charges with Vanguard software. The new manual upgrade version was provided free of charge to all VCS Clients that have a current service contract.

Research and Development: At Vanguard we are constantly researching changes in the operating systems, hardware advances, and making new alliances with companies all in an effort to make things work smoother and easier for you. Here is a list of the companies Vanguard currently works with: Sidwell, Midland GIS, Schneider, Incode, Solutions, EJ Rice Company, GovernMENTOR, Anita Ridenhour Systems, Travis Software Systems, Manatron, ACS, Devnet, Sam Ulrich Systems, Equitech, VisionShape, and Terry Allison Systems.

Free Software Technical Support: At Vanguard Appraisals we offer free telephone and Internet support to answer any questions concerning the operation of the CAMAvision software. We have full time technical support staff waiting to answer all your questions and help you when you need it most from 8 am to 5 pm, Monday - Friday.

Field Support Staff: Not only do we provide the standard telephone and Internet support, but we also employ nine full time field staff that can answer questions and provide hands on training at your local jurisdiction.