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# 5 Introduction to Projectile

## Introduction

Information Desire Software GmbH advises and supports its clients during the phase of conception prior to installation. Together with the clients, we co-ordinate the range of functions of Projectile according to the requirements specified by the company. In the case of larger complexity of adaptation, we submit the client an offer for the realisation of the requirements in coordination with a customer requirement specification. After Projectile has been successfully installed on the server, we configure the system together with a system administrator named by the client. If necessary, this person is promptly able to make parameter alterations himself.

The employees are then finally acquainted with the system in the scope of training courses.

After the product has been installed, we continue to be available for you, if desired. Our maintenance contract includes hotline support (telephone, fax, email), updates and upgrades of Projectile free-of-charge.

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