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Newsletter



As we see ourselves adapting to a new way of working throughout the ever-changing lockdown restrictions, I thought it would be beneficial to let you know what has been happening within the Plum Software team.

Now, more than ever, technology is paramount to our business and at Plum Software we are committed to offering you continual customer support.

At the start of the first national lockdown in March, we successfully moved all of our staff to remote working, at the same time issuing details to all of our users, ensuring continuity of access to the software and with our support team always on hand to resolve any issues.

So, what are our plans moving forward?

In addition to my appointment and to bolster the support available to you, we took on board a new Customer Support team member, Arbinder Bharth. You may have already spoken with Arby but I wished to take the opportunity to offer an introduction from him:

Hi. My name is Arbinder Bharth and I joined Praemium in February 2020. My role is to help our clients troubleshoot, diagnose and repair product and service concerns. With an extensive background in retail sales and financial services, I am well placed to guide our customers on product features, product selection, configuration and implementation.





We want you to get the most out of Plum software, so Arby, together with the rest of our Customer Support team are ready to take your calls and answer any queries that you may have, along with providing any additional one-to-one new starter support, by way of our training webinars.

Cannot find the time for a one-to-one session? Did you know that we have [19 webinar recordings available](#) for you to watch at any time, ranging in subject from "Client Facing Reports" to "10 Features You Didn't Know You Needed!" Click on the link to find out what sessions may be of benefit to you!

TOP TIPS

Top Tip! Have you taken advantage of the automated ProviderLink valuation scheduling? If not, then please feel free to contact the support team who will be happy to talk you through this and set this up for you.

Call [0203 873 5567](tel:02038735567) or email crmsupport@praemium.com

Top Tip! As a beneficial refresher, we have attached a [process document](#) with instructions on how to reset your ASP password.

I hope you have found the above useful.
Any questions, then please let us know.

Janine Barnett
Account Manager
Plum Software



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