

# Regulatory Compliance and Validation Services

Companies regularly use Excel spreadsheets for data manipulation, data storage, and data reporting. DaCS™ is well recognised as the leading spreadsheet compliance environment and CSV offer worldwide maintenance contracts to ensure trouble free support and access to information when and how you need it.

## Spreadsheet Compliance

### DaCS™ Maintenance Contracts

CSV provide a variety of maintenance contracts for DaCS™ and is recognised as the leading support provider for regulated industries.

CSV has provided a dedicated DaCS™ support team since 2003 and has unrivalled experience in ensuring that DaCS™ is correctly and appropriately installed, configured and supported.

CSV provide a worldwide support service, supplying product updates, on-line and phone support, and web based knowledge articles to ensure that users get the information they need when they need it. In addition to these standard support services CSV provide a number of dedicated maintenance options specific to your own installations. These include contracts for user customised applications and contracts focused on validation maintenance.

CSV undertake an independent assessment of all new versions, to ensure that all DaCS™ releases meet rigorous quality standards and are supported with the appropriate documentation to meet regulatory needs.

### Contract Benefits

- Expert advice ensures your system is correctly configured and reduces end user administration effort.
- Easily accessible advice and support when you need it.
- Scalable support to meet your level of knowledge and complexity of use.
- New releases are independently assessed with an audit report to save time with your review and implementation.
- 24 hour access to web based support and knowledge base.



## Maintenance Contract Contents

Ensure continued support and access to the latest information and releases of DaCS™.

Remote technical support for DaCS™ software.

- DaCS™ installation assistance.
- Database setup and development assistance.
- Interface Workbook configuration and customisation.

Support for non-standard installations of DaCS™, such as those using Active Directory, Oracle, and SQL.

Advice on the most efficient ways to configure and use the DaCS™ system within your environment, whether standalone or networked, whether localised databases or global enterprise setup.

Support, advice and documentation for the full validation life cycle.

The contract gives the client unlimited remote support on any aspects covered under the scope of the contract. There is no maximum support time limit.

Additional options for on-site support and visits.

Advice on validation requirements and performing validation and testing on DaCS™ and DaCS™ spreadsheets.

## CSV Services

CSV provide a range of support and maintenance offerings for DaCS™.

CSV also provide a full range of consultancy services, including installations, training, spreadsheet development and testing services. For more information visit.



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## DaCS™ Maintenance Contract.

This is the full DaCS™ maintenance contract, providing access to all Finsbury Solutions product updates and CSV support. This contract is suitable for most users.

## DaCS™ Validation Maintenance Contract.

Designed for people who want to stay fixed on a single DaCS™ version to avoid the need for re-validation activities, CSV have developed this contract to meet the needs of pharmaceutical clients at a reduced cost compared to the full maintenance contract.

- DaCS™ installation assistance.
- Database setup and development assistance.
- Validation documentation.
- Product support and workarounds.

## CSV Custom Maintenance Contract.

Designed for people with unique applications of DaCS™, such as custom integrations with existing systems.

- DaCS™ programming expertise.
- Interfacing and integration support.
- On-site support options.



CSV Compliance is the global leader in spreadsheet validation services for the Life Sciences and regulated industries. The CSV Compliance team supply spreadsheet validation and compliance services worldwide.

