PHA-Web

How PHAs benefit from PHA-Web during COVID-19 Pandemic

As we at PHA-Web continue to deal with the COVID-19 pandemic, we wanted to send a special notice to those of you in our industry. Our top priority at PHA-Web is the safety and well-being of our staff and our users. As we've closed our offices and allowed our employees to work from home to focus on their safety, we sincerely hope all of you are staying safe and enduring good health.

Another top priority of PHA-Web is to provide superior software and service for our users, not only to make their operations more efficient, but to make their daily lives easier. The innovation incorporated into PHA-Web's web-based platform has allowed our users to continue diligently working without missing a beat. There are a variety of features exclusive to PHA-Web that have proven to be of tremendous value to both our employees and users, especially in the current times. A partial list of these features includes:

- PHA-Web software is 100% web-based, which means that it is easily accessible from any device (Laptop, desktop, tablet, phone, etc.) by simply going to www.pha-web.com. This has shown to be truly valuable during this time of offices being closed and staff working from home.
- PHA-Web's service levels remain at a very high level as we continue to respond to user support requests, with our average response time around 8 minutes.
- PHA-Web's server infrastructure is housed in a safe and secure data center providing 24/7 access to the software.
- PHA-Web's User Manager feature allows user administrators to control and manage the location where a user can login from, while also giving them the ability to limit the days of the week and the time when a user can login. This ability is more important as users continue to work outside of the office.
- PHA-Web is continuing to perform data conversions, training and installations remotely using online capabilities. When travel restrictions are lifted, PHA-Web will resume onsite services.

We at PHA-Web aim to continue providing an unmatched level of software service and support during these difficult times.

To find out how PHA-Web can help your agency, please contact Scott Gleason at (608) 784-0354 or visit www.pha-web.com.

Better Software, Better Service… PHA-Web