RecChat VSI Assist – Frequently Asked Questions

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General Questions

What is VSI Assist?

VSI Assist is a suite of service offerings from Vermont Systems. VSI Assist offers database administration solutions via project-based services and fully managed databases. VSI Assist's primary goal is to take over the technical ins and outs of RecTrac so you may focus on your customers!

Is VSI Assist a separate team within VSI?

Yes! VSI Assist is a separate team that works closely with the VSI Municipal Services (Implementation and Support) team and also with the VSI Cloud (Hosting) team.

How do I contact the VSI Assist team?

Send us an email to VSIAssist@VermontSystems.com! The whole team receives it.

How is VSI Assist different from 1-on-1 training?

VSI Assist would be engaged if you want VSI to carry out the actual file management or data entry tasks within your RecTrac database. Training would be for learning how to master the software so you may handle setup and maintenance on your own.

How is this different from being a VSI-Hosted customer? What is the added benefit?

Hosting is outside the RecTrac application, and VSI Assist is within it. When you're a hosted customer, the VSI Cloud team keeps your database up and running, keeps it up to date with the current release, and manages your backups. VSI Assist focuses on your actual data. Our focus is to add or maintain your system administration settings, fees, rules, facilities or programs, etc. We can also manage your custom screen design, create custom reports for you, and much more!

Support has always been great with helping work on customizing reports etc. Will they continue to do this?

Yes! As always, if you are making a concerted effort to build a report on your own, or if you have questions about file maintenance, Support will be glad to point you in the right direction with any trouble spots. If you ask support to build a report from scratch or aid in the setup of a brand-new program or facility, they will direct you to VSI Assist.

We have had a few administrators and our database is not consistent. Would VSI Assist do a "clean up" and add some consistency (i.e. activity section numbering)?

We would be glad to sit down and audit the current state of your database in order to develop an action plan for database cleanup.

When do you anticipate fully offering service?

VSI Assist is up and running now! We look forward to working with you!

Subscriptions and Pricing

Are there various subscription contract durations for fully managed?

Typically, we look for a yearlong commitment to a fully managed solution, but we can go on a case-by-case basis.

Is there a less expensive "Mini-Assist" for those of us who don't have the budget for a fully managed solution?

Our version of "Mini-Assist" would be a project-based task with limited scope that sets out to handle a specific need. An example of this would be setting up a new venue to be tracked in RecTrac through facilities. This project would have a defined list of goals (i.e. setting up the facility, adding reservation rules, fees, and questions as well as any permissions), and an end-date upon which the agreed upon deliverables would be activated within your database.

Would I be committed to a monthly service, or can it be utilized as needed?

With full-management, we agree upon a yearly estimate of hours that would be used by your department based on size and module usage. These hours may be used at any time, and if not used, will roll over.

When pricing services – is it a set price or by the size of the organization (ex. Hosting)?

Cost is determined on a case-by-case basis, taking into account overall need of involvement from our staff to keep your database up-to-date and running smoothly.

Is there a price difference if you are currently a hosted site versus not being hosted?

No. At this point in time, there are no price differences between Hosted versus Non-Hosted customers. However, we do require the minimum of a WAN connection to your database to be considered for Fully-Managed Services.