

MICHIGAN STATE
UNIVERSITY

”We initially began using Prescient when we needed to install a major upgrade of our Watermark imaging solution. Our VAR at that time did not have the expertise to accomplish the upgrade. They also have the expertise to switch from Filenet’s Watermark product to other. The fact that Prescient Information Systems is a relatively small company allowed us to develop a very close working relationship, more of a partnership like working relationship. It has been very different from other vendor/client relationships we have been in.

After dealing with a multitude of vendors on a variety of software and hardware solutions, we have found that customer support can make or break a working relationship. A poor customer support environment can result in a negative view of a product and has resulted in us not only switching vendors, but software solutions as well. With Prescient, we have found a company who puts customer service and support first.”

David Hartman
Manager, System Development
Michigan State University