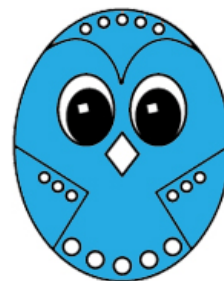
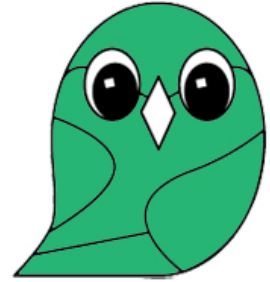
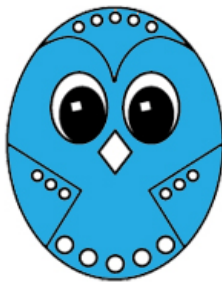
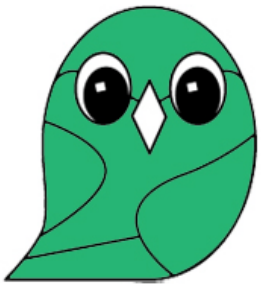


**New!**

# **Quick Reference guide for Athena MIS & Athena RAIL**



# Quick Reference Guide for Athena MIS & Athena RAIL

1

## Annual Costs?

- a) How many user accounts do I get for my money?  
*i) You're in control so create as many accounts as you need.*
- b) Is there a limit on learners?  
*ii) We have several options, up to 250 learners for £450 pm.*
- c) Will I have an idea of costs up front?  
*iii) Yes, our fees are listed on our [website](#).*
- d) What's included?  
*iv) All maintenance, upgrades and data backups!*
- e) Are there additional costs for hosting?  
*v) No extra hosting costs, just a flat fee!*

2

## What's The Minimum Contract Term?

- a) How long will I be tied in for?  
*i) SaaS licence is for 1 year.*
- b) What about data management?  
*ii) We can provide full or partial services including ILR validation & submission tailored to suit your needs.*

3

## Is the MIS ILR Complaint?

- a) Is the MIS fit for purpose?  
*i) Athena MIS & RAIL is suitable for; supporting, main and Employer providers, creating ILR'S for all provider types.*
- b) Can my lead providers have access?  
*ii) Yes, create them a contract manager account. (read only)*

4

## Maintenance agreement costs?

- a) How will you maintain the system?  
*i) All maintenance is handled at our office.*
- b) How much do I pay for this service?  
*i) All included in the licence fee.*
- c) Do I get free upgrades?  
*i) Yes, included in the licence fee.*

5

## Training Costs?

- a) Do you charge for training?  
*i) To keep costs down we provide step by step 'How to..' videos. Training is provided at £450.00 per day.*
- b) How many days will I need?  
*ii) We don't think you will need any!*

# Quick Reference Guide for Athena MIS & Athena RAIL

6

## Hardware & Software Purchases?

- a) Will I have to buy any computers or servers?  
*i) No, just your current pc and an internet connection.*
- b) Will I have to buy additional software to run your system?  
*ii) No, Athena doesn't need any third party software to run.*

7

## Payment Terms?

- a) Do I have to pay up front?  
*i) Only if you choose to pay annually.*
- b) Can I pay monthly?  
*ii) Yes, 12 equal monthly payments.*
- c) Do you offer referral discounts?  
*iii) Yes! Or get a FREE day of training!*

8

## Customer Support?

- a) How will I get help?  
*i) We provide telephone and email support as well as step by step videos. You can also request a 'How to..' video.*
- b) How quickly will you respond to my request?  
*i) Normally within a few hours.*

9

## How Quickly Can I Get Started?

- a) What do you need from me to get started?  
*i) Your deposit.*  
*ii) Proof of standing order instruction.*  
*iii) Signed licence agreement.*  
*iv) Your MIS will then be available within 24 hours!*

10

## How to import current data into MIS?

- a) What are the charges for importing my data?  
*i) We charge £150.00 per day unless you have a valid ILR, then we import that FREE!*
- b) How long will this take?  
*ii) It could take a week or so depending on the complexity of your spreadsheets.*