



## **FOR IMMEDIATE RELEASE**

### **PayneGroup Announces New Customer Service Help Center for 24x7 Support**

SEATTLE, Washington (October 3, 2014) — PayneGroup, a long-time leader in security and workflow products as well as technical training and software migration services, has launched a new cloud-based support portal for its clients. The new portal provides PayneGroup clients with full, speedy access to product knowledge base articles, release notes, courseware, announcements, and more.

“With a large portion of our client-base located in different countries and geographical regions, this 24/7 support portal will extend our support and provide immediate access to important information, regardless of the time zone,” says Donna Payne, CEO of PayneGroup.

While PayneGroup already offers various forms of support to all customers, including form-based inquiries via website as well as direct contact with support team employees, this Customer Center portal provides access to an extensive range of resource materials, providing significant benefit to the PayneGroup customer community worldwide.

Existing customers who have not yet accessed the portal will go to PayneGroup website’s Support page (<http://www.thepaynegrup.com/support/>), click “Customer Center Portal” and sign up for the free extended service. Information available in the Customer Center ranges from technical documentation to user guides to product release notes.

Shirley Gorman, Vice President of Customer Relations, states, “We are very excited to offer our new support portal. The implementation of this service is in direct response to customer feedback, which is always appreciated.”

### **About PayneGroup**

PayneGroup is a leading provider of secure communication software including Metadata Assistant, the first metadata removal software on the market, Outlook Send Assistant, which prevents Reply to All, bcc and other potential accidental disclosures, and Redact Assistant, which is a redaction tool for Word and Excel files. The Workflow product division includes Forms and Numbering Assistants, which aid in the creation and formatting of documents. PayneGroup also provides extensive professional services, ranging from migration consulting and training services to project management and courseware development. PayneGroup has also authored 13 books on Microsoft Office, including our latest book, *Word 2013 for Law Firms*.

For more information about PayneGroup, see [www.thepaynegrup.com](http://www.thepaynegrup.com) or follow PayneGroup on twitter at [www.twitter.com/paynegrup](http://www.twitter.com/paynegrup).

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