



Welcome to FirstSteps

FirstSteps is designed to improve your business efficiency, increase profitability, reduce your running costs and save precious time so that you can spend more of it with those in your care.

Now well established as the Market leader in nursery management software FirstSteps has worked hard since 1994 to create a system that ensures productive and effective childcare administration for individuals and organizations throughout the UK and Ireland.



FirstSteps is flexible enough to cater for any setting. It is easy to use and backed up by a great team of professionals who not only fully understand the childcare industry but seek to reduce the administration burden within it by using the latest technologies.

With FirstSteps we take you on a life changing journey that erases the need for paper, pen and just a reliable memory!

A visionary system carefully produced, developed and supplied to a vast range of childcare providers in both the public and private sectors, we never stop developing our products and services to make your life easier. Packed with functionality, yet so simple to operate, FirstSteps holds the key to administering critical areas of your business, from basic record keeping to generating incomes, staffing and operational planning.

Read on to find out what you can gain from using FirstSteps and then call us to arrange a free no obligation consultation. From initial demonstration to installation, training and after sales support we deliver an outstanding service.

Call Now on

0845 470 0740

Or E-mail

info@firststeps-software.com

At FirstSteps we look after our valued customers from day one.

Whether you're a 16 place private day nursery, a 100 place local authority run children's centre or a large nursery chain, we are committed to providing satisfaction throughout your evaluation, installation, training and after sales support journey.



We provide a free personal consultation to assess your requirements and from this we can offer a solution tailored to your specific needs. We appreciate no two organizations operate the same way and a bespoke system is often required. This is where our personal service starts, something which sets us apart from other software companies.

We give comprehensive training in two visits. Again we follow the 'personal and professional' customer service company ethos and train you personally. This is normally done on site or at a venue to suit you but you can also opt to come to our training suite in Leicester if you prefer. The first training session usually includes installation of the software unless this needs to be done remotely in advance (as in the case of our hosted contract option or a terminal services set up). Taking you step by step through the basics of the system our expert trainers ensure you will be able to enter all your data accurately and easily before they leave you to 'settle in' prior to the second training session.

You will receive a comprehensive user manual with step by step guides to all areas of the software and with every update thereafter release notes will be issued in PDF format to let you know what is new.

FirstSteps users do not have to be IT experts. Delivering excellent customer service is also what sets us apart from other software providers. There is always a friendly voice on the end of the phone and nothing is too much trouble for us. We explain things in a way you will understand because we appreciate user level experience varies in all organizations.

FirstSteps is password protected and you have the ability to restrict access to certain areas for certain users thus giving you added security and complying with data protection policies.

We follow a pre-installation procedure to make sure everyone from the smallest to the largest of our customers are project managed all the way and that the set up they require is followed up and carried out efficiently.

The second training session builds on the initial training and enables you to start using the key areas of the software, namely the Financial, Planning and Staff Sections. You will also be shown how to create Mail Merge documents and fully utilise all the functionality of FirstSteps. The training sessions are usually 3-4 weeks apart but as you are always in control these can vary depending on individual requirements. Throughout the training period your assigned FirstSteps trainer will be in touch with you to see how you are getting on. Until you are fully trained they will also advise and offer support.

Technical advice is available from our dedicated Support Technicians. This could be a simple telephone enquiry or online assistance given using our FirstSupport facility over an internet connection. Our Technicians can also assist with questions on system requirements for your specific setup prior to purchase as well as re-installation of the software if you purchase a new computer and need to transfer your FirstSteps system.

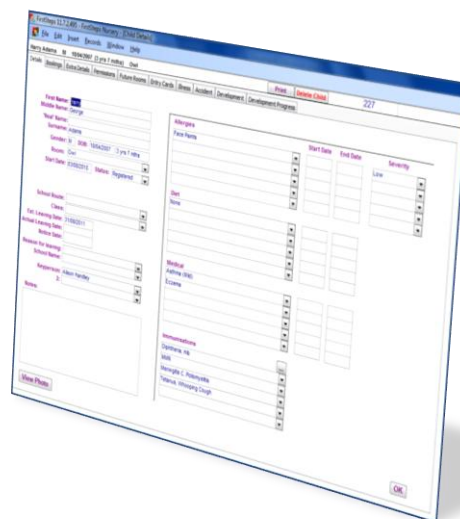
FirstSteps can be backed up to CD, USB or Network Drives and we will ensure you are familiar with the essential Backup process, and assist you in restoring your data should the situation arise. If opting to use FirstSteps on a hosted contract basis and accessing via the internet your data will automatically be backed up twice a day.

Free updates are issued to all supported customers with at least one major software release per year.

Product Details

Registration

- Full Child Details, including Dietary Requirements, Allergy & Medical Information
- Flexible and Easy to Use Booking Patterns, including Sessional, Hourly, Grant Only, Term Time Contracts and Settling-in Visits.
- Monitoring Information for Ethnicity, Religion, Language
- Family Details including Emergency Contact Information, Medical Contact Details and Induction Checklist
- Store Passwords and Photographs for additional security
- Integration with Door Entry Systems to control access and record attendance times



FirstSteps Nursery
Room: Tigger

Staff: Serena Louise Peters (NNEB), Caroline Maran (NNEB), Katherine Marie Donald, Lisa Jane Warden (NVQ3)

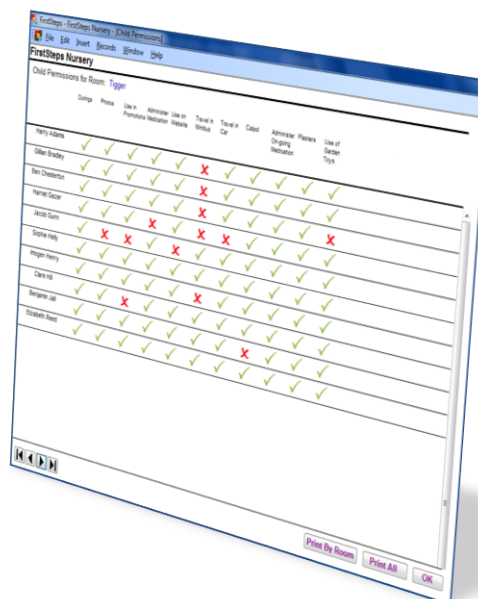
Child Name	Monday 15/11/2010	Tuesday 16/11/2010	Wednesday 17/11/2010	Thursday 18/11/2010	Friday 19/11/2010
Ben Chesterton 03/07/2008		X X	X X	X X	X X
Benjamin Jall 21/09/2008			X X	X X	X
Clare Hill 19/11/2008	X X				X
Elizabeth Reed 01/07/2008		X		X X	X X
Gillian Bradley 12/03/2009	X X	X X	X X	X X	X X

Registration Reports

- Weekly & Daily Registers in a wide range of styles and formats, including First Name, Surname or Age Order. Customised Attendance Markers and Time Options
- Weekly & Daily School Run Registers
- Room Totals, Staff Ratio Requirements
- Split Room by Age Group
- Keyperson Registers

Registration Reports

- Meal & Medical Lists
- Permissions Reports for Photographs, Trips, Emergency Treatment etc.
- Accident Reports, view by Location, Equipment, Time or Staff to assist with risk assessments
- Birthday Lists
- Emergency Contact Information with E-mail and SMS options



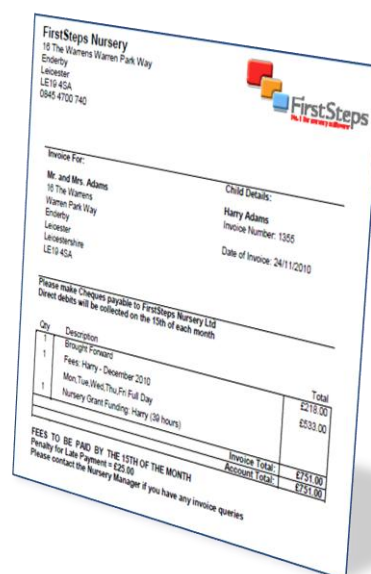
Child	Camping	Photos	Use of	Administer	Use of	Travel to	Travel in	Camp	Administer	Parents	Use of
Harry Adams	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Oliver Bradley	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Ben Chatterton	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Harriet Baker	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Jacob Gurn	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Sophie Kelly	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Megan Henry	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Claire Hill	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Benjamin Lee	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Hannah Reed	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓



- EYFS Child Development Monitoring and Progress Reports

Financial

- **Calculate Fees on a Weekly, Monthly or Termly Basis with Sessional or Hourly Charges**
- **E-mail Invoices with Password Protection**
- **Multiple Charge Bands based on Age or Status**
- **Customised Invoices to include Logos, Letterheads and Remittance Slips**
- **Simple recording of payments by Cash, Cheque, Childcare Vouchers, Standing Order etc.**
- **Free Entitlement – Fully Flexible 15 Hours can be allocated Term Time Only or All Year Round**



Financial Functions

- **Direct Debit Facility, integrates with all Major Banks**
- **Integrate Customer Records, Invoice and Payment Details with Financial Software Packages, i.e. Sage & QuickBooks**
- **Future Fees Projection with option to use Test Fee Rates**
- **Auto Allocate Function for Payments to multiple invoices**
- **Euro Version also available**
- **Export Reports & Summaries to Excel**



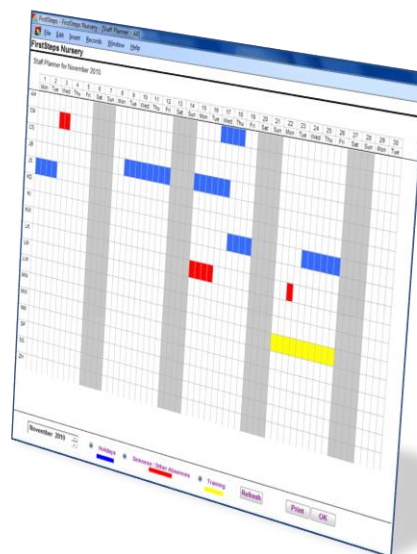
Financial Reports

- **Payments Report**
- **Monthly Summaries detailing Fees, Debts and Payments**
- **Aged Debt Analysis**
- **Individual Account History**

Fees Ledger									
18 November 2010									
Entry	AC Ref	DR	Credit	Debit	Debit	GP	Invoice Total	Payments	Balance
Dr and Mrs Andrew	AA001	63.00	63.00	£1,262.27	£12.00	63.00		63.00	£1,250.27
Dr and Mrs Andrew	AA001	63.00	63.00			63.00		63.00	
Dr and Mrs Kate	AA001	63.00	63.00	£1,590.00	£18.00	63.00		63.00	£1,581.00
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Staff Module

- Record full details including Qualifications, CRB Reference and Renewal Dates
- Create Staff Rotas and amend easily to match ratios
- Record and Manage Holidays, Sickness, Absence and TOIL
- Customisable Checklist for New Staff Induction Procedures
- Monthly Staff Planner
- Staff Signing In & Out Sheets
- Link to Door Entry System for accurate Time Recording



Mail Merge Facility

- Create Personalised Letters, Labels or E-mails using data by Room or Status
- Create Templates to reproduce documents quickly and efficiently when required
- Send E-Mails with attachments, i.e. Newsletters
- SMS Facility

System Diary

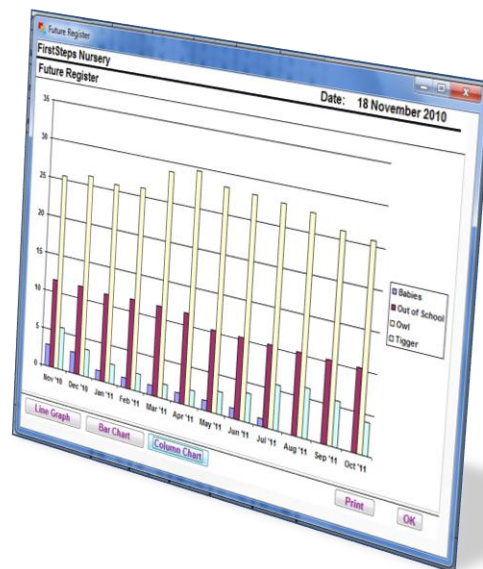
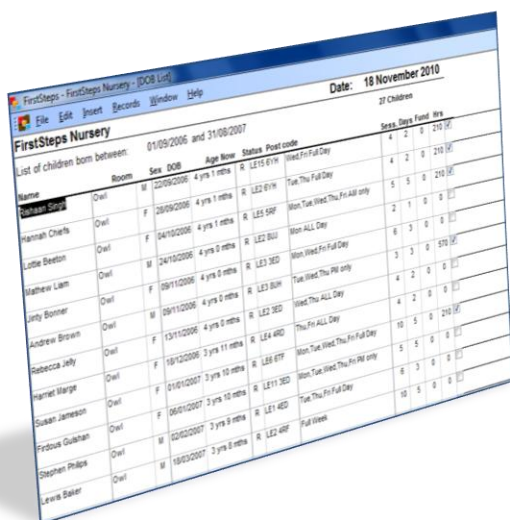
- Weekly View Showing Birthdays, Extra Sessions, Starters & Leavers, Session Changes
- Staff Training & CRB Renewal Dates
- Add your own Appointments and Recurring Events for Meetings, Visitors, Fire Drills, and Health & Safety Checks etc.
- Export Information to Outlook or Excel
- Print Weekly or Daily Diary Sheets



Planning

- Create Weekly & Monthly Future Registers to plan staffing requirements and identify vacancies
- Manage Waiting List by Date Applied or Priority and match Vacancies to Requirements
- Reports showing FTE's (Full Time Equivalent), Percentage Occupancy and Attendance Numbers/Vacancies

Product Details

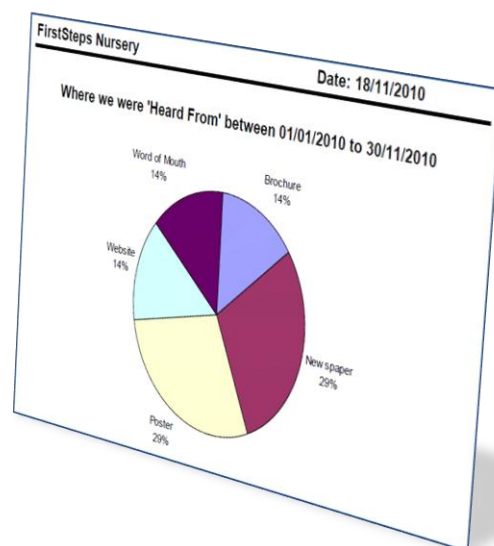



Name	Room	Sex	DOB	Age Now	Status	Post code	Sex	Days	FTE
Joshua Simpson	Over	M	22/09/2006	4 yrs 1 mths	R	LE15 6TW	Used Fri Full Day	4	2 0 210
Mannah Cheffs	Over	F	28/09/2006	4 yrs 1 mths	R	LE15 6TW	Tue Thu Full Day	4	2 0 210
Little Beeton	Over	F	04/10/2006	4 yrs 0 mths	R	LE15 6TW	Mon Tue Wed Thu Fri All only	5	5 0 210
Matthew Liam	Over	M	24/10/2006	4 yrs 0 mths	R	LE15 6TW	Mon All Day	2	1 0 5
Leah Bonner	Over	F	09/11/2006	4 yrs 0 mths	R	LE15 6TW	Tue Wed Thu Fri only	4	2 0 0
Andrew Brown	Over	M	29/11/2006	4 yrs 0 mths	R	LE15 6TW	Used Thu ALL Day	4	2 0 0
Rebecca Jolly	Over	F	13/12/2006	3 yrs 11 mths	R	LE15 6TW	Thu Fri ALL Day	10	5 0 210
Harriet Wange	Over	F	01/01/2007	3 yrs 10 mths	R	LE15 6TW	Mon Tue Wed Thu Fri Full Day	5	5 0 0
Susan Jameson	Over	F	06/01/2007	3 yrs 10 mths	R	LE15 6TW	Mon Tue Wed Thu Fri Full Day	6	5 0 0
Fridous Gulshan	Over	M	02/02/2007	3 yrs 9 mths	R	LE15 6TW	Tue Thu Fri Full Day	10	5 0 0
Stephen Philips	Over	M	18/02/2007	3 yrs 8 mths	R	LE15 6TW	Full Week	10	5 0 0
Lorna Baker	Over	M							

- DOB List to show children eligible for Headcount Forms
- Starters and Leavers Reports
- Manage Room Moves

Enquiries

- Record Enquiry Information and track progress with follow up calls and visits
- Identify Enquiry sources over a period of time to plan and assess marketing activities
- Convert positive enquiries to Registration Section without duplication of data entry
- Analyse Conversion Rates for Setting and Staff



Installation Options

FirstSteps software can be installed on anything from a standalone PC or Laptop through to multiple databases on a central Server using Remote Connections from each site.

Alternatively if you wish to have the freedom to access FirstSteps from home or on the move, we also have a Web Hosted version of FirstSteps available. This allows you to access FirstSteps from any PC with an internet connection and we take care of your data security and backups.

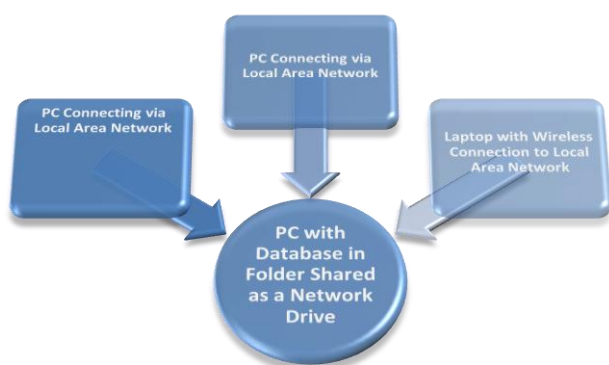
Standalone Version

- **FirstSteps is installed to a single PC or Laptop**
- **Data is backed up to CD-Rom, USB Memory Stick or External Hard Drive**
- **Ideal for a Single Site where access is only required on one PC, or the site has no internet access**



Local Area Network Version

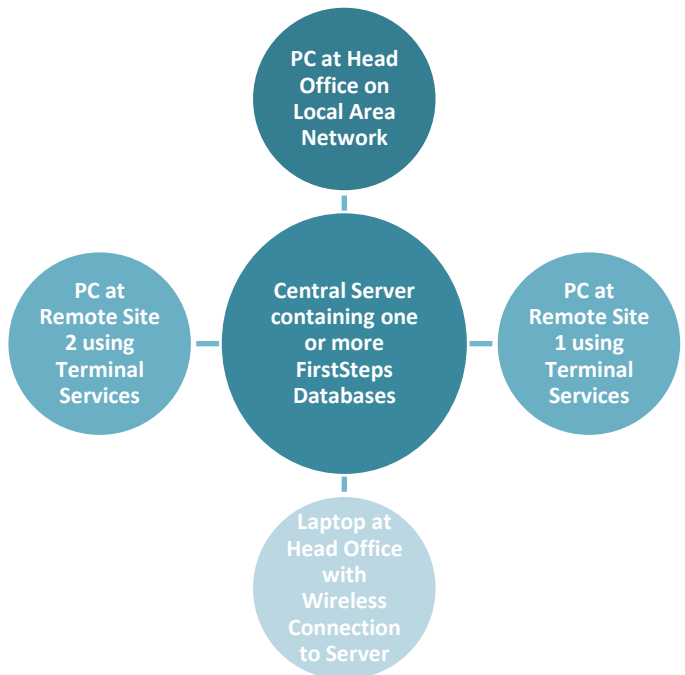
- **FirstSteps is installed locally to all PCs requiring access to a shared folder holding the database**
- **Allows concurrent access for multiple users on site**
- **Ideal for a large Single Site Nursery where several users require access or a small chain with centralised administration**



Installation Options

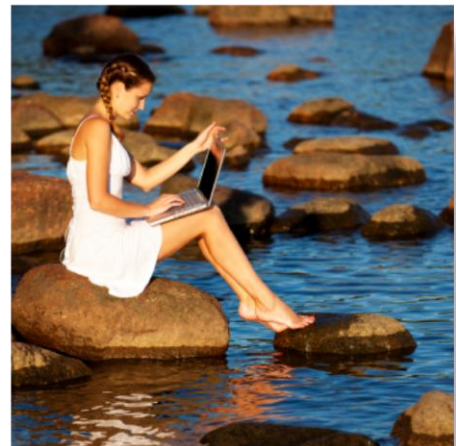
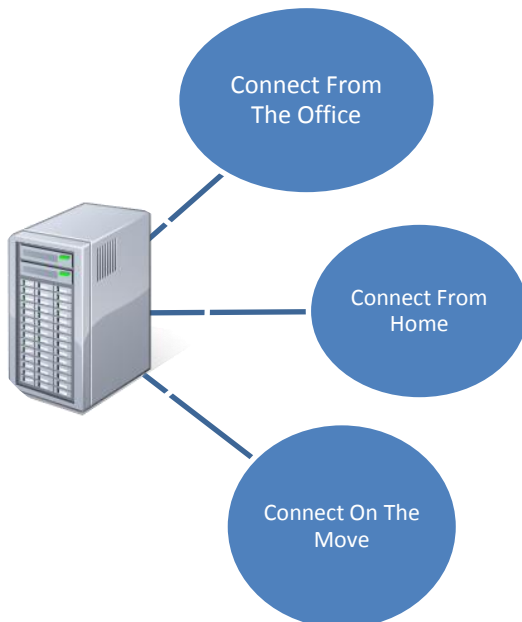
Terminal Server/Citrix Network Option

- FirstSteps is installed to a Central Server
- Access from multiple PCs via Local Area Network
- Access from Remote location using Terminal Services or Citrix
- Ideal solution for Nursery Chains with 2 or more sites



FirstSteps Hosting Option

- FirstSteps is installed on a secure Central Server
- Offers fast, reliable performance and regular backups to protect your data
- Can be used with single or multiple User Logins from any location with Internet Access
- Useful for single or small multiple sites, allowing Owners and Managers to access FirstSteps
- Reduce Hardware Costs



System Requirements

Computer/Processor PC with Intel Celeron, Pentium or AMD Athlon Processor

MAC With Windows Emulator Software

Operating System Windows XP – With Service Pack 3 installed
Windows Vista – With Service Pack 1 installed
Windows 7
Microsoft Dot Net Framework Version 3.5

System Memory Minimum 512MB

Screen Resolution Minimum 1024 x 768

Hard Disk Space Minimum 500MB available

CD-Drive CD-Rom required for installation
CD-Rewriter (Optional for Data Backup to CD-Rom)

Peripherals Printer (LaserJet recommended)
Digital Camera (Optional for Loading Photographs)
USB Memory Stick (Optional for Data Backup)

Network Options Local Area Network using Shared Folder
Windows Server 2003/2008 using Terminal Services
Citrix

If you are not certain of your PC Specification and need assistance checking the details, please contact a member of our Technical Support Team on 0845 470 0740

We can provide links to the appropriate websites if updates to your system are required prior to installation

We are also happy to liaise with your IT Providers regarding installation requirements and arrangements

