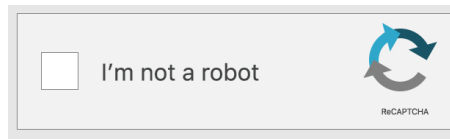


**Ico Technologies - Rimouski**

rimouski



Published on: 09/05/25	Hits: 154
Comments: 1	See comments
Votes: 14	Score: 3.5

[https://www.thenewworld.ca/software-company/rimouski/ico-technologies-rimouski\\_285578.php](https://www.thenewworld.ca/software-company/rimouski/ico-technologies-rimouski_285578.php)*rimouski****Ico Technologies - Rimouski*****Understanding ICO Technologies: A Glimpse into Their Services and Accessibility**

ICO Technologies, located in Rimouski, Quebec, offers software solutions primarily designed for diverse management needs, including fire services, police, and municipal councils. While their software, such as BeeON Gestion, comes equipped with numerous tools and possibilities, user experiences highlight concerns regarding customer support and accessibility.

**Accessibility Features: A Closer Look**

One commendable aspect of ICO Technologies is their commitment to **\*\*accessibility\*\***. They provide a wheelchair-accessible car park and a **\*\*wheelchair-accessible entrance\*\***, ensuring that their facilities are open to everyone, including individuals with disabilities. This focus on accessibility reflects a broader commitment to inclusivity in the tech industry.

## **Customer Support Challenges**

Despite the impressive capabilities of their software, many users have expressed dissatisfaction with the company's customer service. Comments from clients reveal a trend of minimal support: "The software is relatively easy to work with, but you cannot call and speak to someone when you have a technical problem." Instead of direct assistance, users are directed to create a support ticket, which may take over 24 hours to get a response. This delay in support can be frustrating for clients who need immediate assistance. Another concern raised is the perceived pressure on technical staff to close tickets quickly. One user mentioned that it leads to questions about whether staff compensation is tied to the number of resolved issues rather than the quality of service provided.

## **The Dilemma of Unutilized Software Capabilities**

Clients also report that the extensive features of the BeeON Gestion software remain largely untapped due to inadequate support. As one frustrated user stated, "we can't even use 10% of its full capabilities because we've been left to ourselves for the past 4 years." The lack of follow-up on support calls and tickets raises significant concerns about the company's commitment to ongoing customer care. Furthermore, efforts to reach customer service often result in no significant resolution. For instance, one client noted, "We tried a new technique to actually speak to someone," highlighting the lengths users must go to for even basic support.

## **Mixed Reviews on Product Efficacy**

While some users commend ICO Technologies for offering "the most complete software for the management of fire services, police, and paperless municipal councils," criticism surrounding customer support remains a recurring theme. Several clients have experienced frustrations with large staff turnover and the company's direction post-acquisition by Harris Computer.

## **Conclusion: Balancing Innovation with Support**

ICO Technologies has made strides in creating an accessible environment and offering innovative software solutions. However, the company faces challenges with customer service that hinder user experience. Addressing these support issues will be crucial for ICO Technologies to truly empower users and maximize the potential of their advanced software products. As they continue to evolve, improving customer support and ensuring that all clients can fully utilize

their software capabilities should be a priority.

### **We are found at**

Porte 13, 217 Av. Léonidas S, G5L 2T5 Rimouski, Quebec - Canada (CA)

The contact line of said **Software company** is +1877-636-8383

And if you want to send a WhatsApp, you can do so at +1877-636-8383

### **You can visit us at the following hours:**

Day Hours  
Monday  
8?AM–4:30?PM  
Tuesday  
8?AM–4:30?PM  
Wednesday  
8?AM–4:30?PM  
Thursday  
8?AM–4:30?PM  
Friday  
8?AM–4:30?PM  
Saturday  
8?AM–4:30?PM  
Sunday  
8?AM–4:30?PM

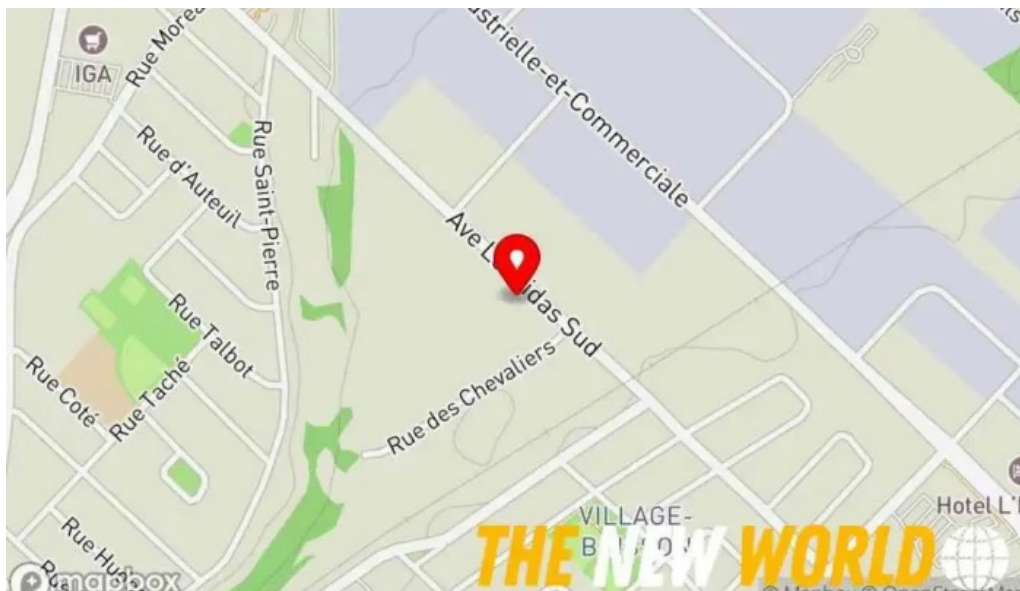
The website is ICO Technologies

If you require to change any detail that you consider is not precise about this portal, we kindly request send a message and we will fix it promptly. Thank you in advance we appreciate it.

## **Images**



*Ico technologies rimouski*



*Ico technologies map*



*Ico technologies all*

## Tags

*Accessibility, Wheelchair-accessible car park, Wheelchair-accessible entrance*

## Related content

---

**4.6 \*** *Audace Technologies - Rimouski*

---

**5.0 \*** *Orange Oranges Technologies - Surrey*

---

**4.6 \*** *Solutions Beyond Technologies - Montreal*

---

**4.0 \*** *Vivhen R Technologies - Whitchurch-Stouffville*

---

**4.5 \*** *Aurora Computer Technologies Inc. - Aurora*

---

**5.0 \*** *Solution Technologies - Saint-Hubert*

---

**3.9 \*** *Huronia Technologies - Barrie*

---

**5.0 \*** *Jas Info Technologies - Notre-Dame-De-L'Île-Perrot*

---

**3.5 \*** *Bishop Water Technologies - Arnprior - Arnprior*

---

**5.0 \*** *Buchanan Technologies - Mississauga Managed It Services Company - Mississauga*

## Comments

**Louis Patterson**

09-05-25 04:26

*Watch out, the offerings seem appealing but the team lacks the capability to follow through. Limited support, over 5 years invested in a project with unfulfilled promises. The situation worsened post-acquisition by Harris Computer. High staff turnover. I strongly advise against it.*

## Categories

accountant
accounting
accounting firm
adult education school
advertising agency
aerial photographer
aged care
agricultural production
agricultural service
agriculture
airport
airport shuttle service
ambulance service
apartment building
apartment complex
apartment rental agency
apartments
appliance repair service
appraiser
architect
architecture firm
art gallery
association / organization
atm
atv dealer
atv repair shop
audio visual consultant
auto body shop
auto repair shop
auto tag agency
automation company
aviation consultant
bakery
bank
bankruptcy service

barrister
beauty salon
biotechnology company
blood testing service
book store
bookkeeping service
bottle & can redemption center
brewery
brewpub
building consultant
building inspector
building restoration service
bus charter
business administration service
business attorney
business banking service
business broker
business center
business development service
business management consultant
business networking company
business to business service
butcher shop
cabin rental agency
cafe
call center
campground
candy store
cannabis store
car manufacturer
car rental agency
car repair and maintenance service
car wash
career guidance service
caterer
cell phone store
certified public accountant
chamber of commerce
charity
chartered accountant
chicken restaurant
chiropractor



chocolate shop
city government office
city or town hall
cleaners
cleaning products supplier
clothing store
coaching center
coffee shop
commercial printer
commercial real estate agency
community center
community health centre
company registry
computer consultant
computer hardware manufacturer
computer networking service
computer repair service
computer security service
computer service
computer software store
computer store
computer support and services
computer training school
computer wholesaler
concrete contractor
concrete product supplier
condominium complex
condominium rental agency
conference center
construction company
consultant
contractor
convenience store
copywriting service
corporate office
cottage rental
counselor
court reporter
credit counseling service
credit union
criminal justice attorney
curling club



custom home builder
custom label printer
dairy farm
data recovery service
database management company
day spa
deck builder
deli
dentist
denture care center
department of motor vehicles
department of social services
department store
design agency
design engineer
dietitian
digital printing service
direct mail advertising
disability services and support organization
distance learning center
distribution service
dogsled ride service
drafting service
driver's license office
dry cleaner
e-commerce service
economic consultant
economic development agency
education
educational consultant
educational institution
electrical installation service
electrical products wholesaler
electrician
electronics engineer
electronics repair shop
electronics store
employment agency
employment attorney
employment center
employment consultant
employment services

engineer
engineering consultant
entertainer
environmental consultant
environmental engineer
equipment rental agency
establishment
estate appraiser
estate planning attorney
event venue
excavating contractor
exhibition planner
eyelash salon
fabric store
fabrication engineer
family counselor
family law attorney
family restaurant
farm
farm equipment supplier
fast food restaurant
federal government office
ferry service
fertilizer supplier
finance broker
financial advisor
financial consultant
financial institution
financial planner
fingerprinting service
fire protection equipment supplier
fire protection system supplier
fire station
fitness center
florist
food bank
food broker
food processing company
food products supplier
forensic consultant
forestry service
freight forwarding service

furniture repair shop
furniture store
gas company
gas station
general contractor
general hospital
general practice attorney
geotechnical engineer
gift shop
glass industry
glass repair service
glazier
government
government office
graphic designer
greenhouse
grocery store
gym
hair salon
hardware store
health and beauty shop
health consultant
health counselor
health insurance agency
hearing aid store
heating contractor
heating equipment supplier
helicopter tour agency
higher education
holistic medicine practitioner
home goods store
home health care service
home inspector
hospital
hostel
hotel
house cleaning service
housing authority
housing complex
housing development
human resource consulting
hunting and fishing store

hvac contractor
hydraulic equipment supplier
image consultant
immigration & naturalization service
immigration attorney
income tax help association
industrial consultant
industrial engineer
industrial equipment supplier
information services
insolvency service
insulation contractor
insurance agency
insurance broker
insurance company
internet marketing service
internet service provider
investment service
it consulting
italian restaurant
jeweler
jewelry designer
jewelry store
kinesiologist
laboratory
land registry office
land surveyor
landscaper
laundromat
laundry
laundry service
law firm
lawn care service
lawyer
legal services
library
life coach
life insurance agency
lighting consultant
lighting contractor
liquidator
loan agency

local government office
locksmith
logging contractor
logistics service
machine maintenance service
machine shop
machinery parts manufacturer
machining manufacturer
mailing service
manufacturer
marina
marketing agency
marketing consultant
massage spa
massage therapist
mechanic
mechanical contractor
media consultant
mediation service
medical center
medical clinic
medical laboratory
medical spa
meditation instructor
mental health clinic
metal fabricator
metaphysical supply store
mexican restaurant
mining consultant
mission
mobile phone repair shop
mortgage broker
motel
moving and storage service
municipal administration office
municipal department of tourism
museum
music management and promotion
music school
native american goods store
naturopathic practitioner
nissan dealer

non-profit organization
notary public
nursing home
nutritionist
occupational safety and health
office equipment supplier
office supply store
oil field equipment supplier
oilfield
optometrist
orchard
organic farm
outdoor activity organiser
outdoor clothing and equipment shop
paper store
paralegal services provider
park
party planner
paving contractor
permanent make-up clinic
personal injury attorney
personal trainer
pest control service
pet groomer
pharmaceutical company
pharmacy
photo agency
photographer
photography service
physical fitness program
physical therapist
physical therapy clinic
pizza restaurant
plumber
post office
powersports vehicle dealer
print shop
private tutor
process server
professional services
promotional products supplier
property management company

psychologist
psychotherapist
public health department
public library
public relations firm
quantity surveyor
raft trip outfitter
real estate agency
real estate agent
real estate appraiser
real estate attorney
real estate consultant
real estate developer
real estate surveyor
recruiter
recycling center
reflexologist
regional council
reiki therapist
research and product development
restaurant
retirement community
retirement home
safety equipment supplier
salvage yard
sandblasting service
sandwich shop
sauna
saw mill
scale repair service
school
screen printing shop
screen repair service
screen store
second hand store
security guard service
security service
self-storage facility
senior citizen center
septic system service
services
sewage treatment plant



sewing machine store
shipping and mailing service
shoe repair shop
shopping mall
siding contractor
sightseeing tour agency
sign shop
ski resort
ski shop
slaughterhouse
sleep clinic
small engine repair service
social services organization
software company
soil testing service
souvenir store
spa
sporting goods store
sports complex
sports massage therapist
steak house
storage facility
store
student dormitory
supermarket
surveyor
tailor
takeout restaurant
tattoo and piercing shop
tattoo shop
tax consultant
tax preparation
tax preparation service
taxi service
telecommunications
telecommunications contractor
telecommunications engineer
telecommunications service provider
television repair service
temp agency
thai restaurant
thrift store

tire shop
tool rental service
tour operator
tourist attraction
tourist information center
towing service
tractor dealer
training centre
translation service
transportation escort service
transportation service
travel agency
truck parts supplier
truck repair shop
trucking company
tutoring service
university
university library
used car dealer
used clothing store
utility contractor
vaporizer store
video editing service
video production service
visa consulting service
visitor center
warehouse
water damage restoration service
water treatment plant
water treatment supplier
water works equipment supplier
web hosting company
website designer
welder
well drilling contractor
western apparel store
wheel alignment service
wheel store
wi-fi spot
window cleaning service
winery
women's shelter

wood stove shop
yoga studio
youth center