

CUSTOMER SUPPORT

Managed Service

Customer support allows your users to submit break-fix type tasks and inquiries to a queue overseen by our team of process experts to be resolved in a timely manner. We offer three out-of-box tiers to provide you with an affordable “insurance policy.” Based on your needs, we can customize a plan that works for you.

VALUE-ADD

- On-demand support
- Quick response time
- No need to hire internal staff

YOUR CHALLENGE

Time and resources are a valuable commodity, and should not be spent managing a system. Responding to feedback and inquiries from users, making updates to ensure everything runs smoothly, plus the necessary training needed in order to complete these tasks can be time consuming while depleting resources.

OUR SOLUTION

The managed support offering allows you to route everything directly to a team of experts making an end-to-end seamless experience. Not only will this lower the response time by providing on-demand support and satisfy your users, it will assist your team in concentrating on value-add action items.

TACTICAL



- Site supportability assessment
- Communication plan
- 8 hour SLA response time
- Limited scope

STRATEGIC



Tactical plus...

- 2 hours across one of our capabilities of your choice
(i.e. process architecture, user-experience, data visualization and analytics, technology and platforms)

TRANSFORMING



Tactical plus...

- 4 hour SLA response time
- Broader scope
- 6 hours across two of our capabilities of your choice