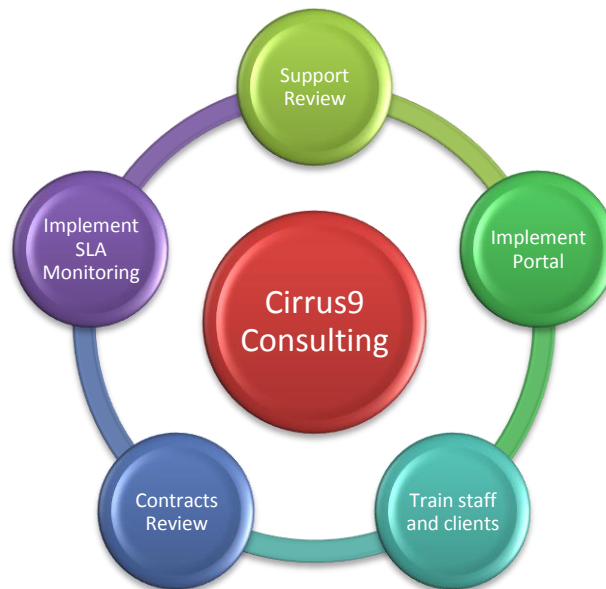


Customer Service and Support

from a support portal to service level assurance

A client support portal was implemented within a week, allowing a business with 20 staff to support the deployment of their product to 200 users at one client

Facing the possibility of financial penalties on the default of client service level agreements, an SLA management tool was deployed in days enabling active monitoring and fulfilment of client SLAs



Service Deliverables

- Project management and status reporting
- Review existing support arrangements
- Construct support centre
- Migrate legacy data
- Train support staff
- Implement client support portal
- Produce client training materials
- Implement escalation rules, reports and dashboards
- Review client support contracts
- Build SLA management system
- Implement SLA dashboard and alerts

CIRRUS9

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