



OnCall

The "OnCall" logo consists of a blue globe icon with white grid lines inside a black circle, followed by the word "OnCall" in a bold, sans-serif font. The "On" is black and the "Call" is grey.

Support Users When They Need It

EMMsphere User Support

Scope of Services



- Call-in & Email Submission to Issue Tracking System
- Centralized Capture of All End User Support Issues & Incidents
- Monitor, Update & Status Issues
- Performance Based Service Level Agreement with Issue Status Reporting & Analytics
- Issue Resolution:
 - Training Related Questions & Guidance
 - User Service Requests Personalized to Your Solution & Process

EMMsphere User Support Call Center



EMMsphere User Support

Issue Resolution



Why Plug In?



Why Plug In?

Overview

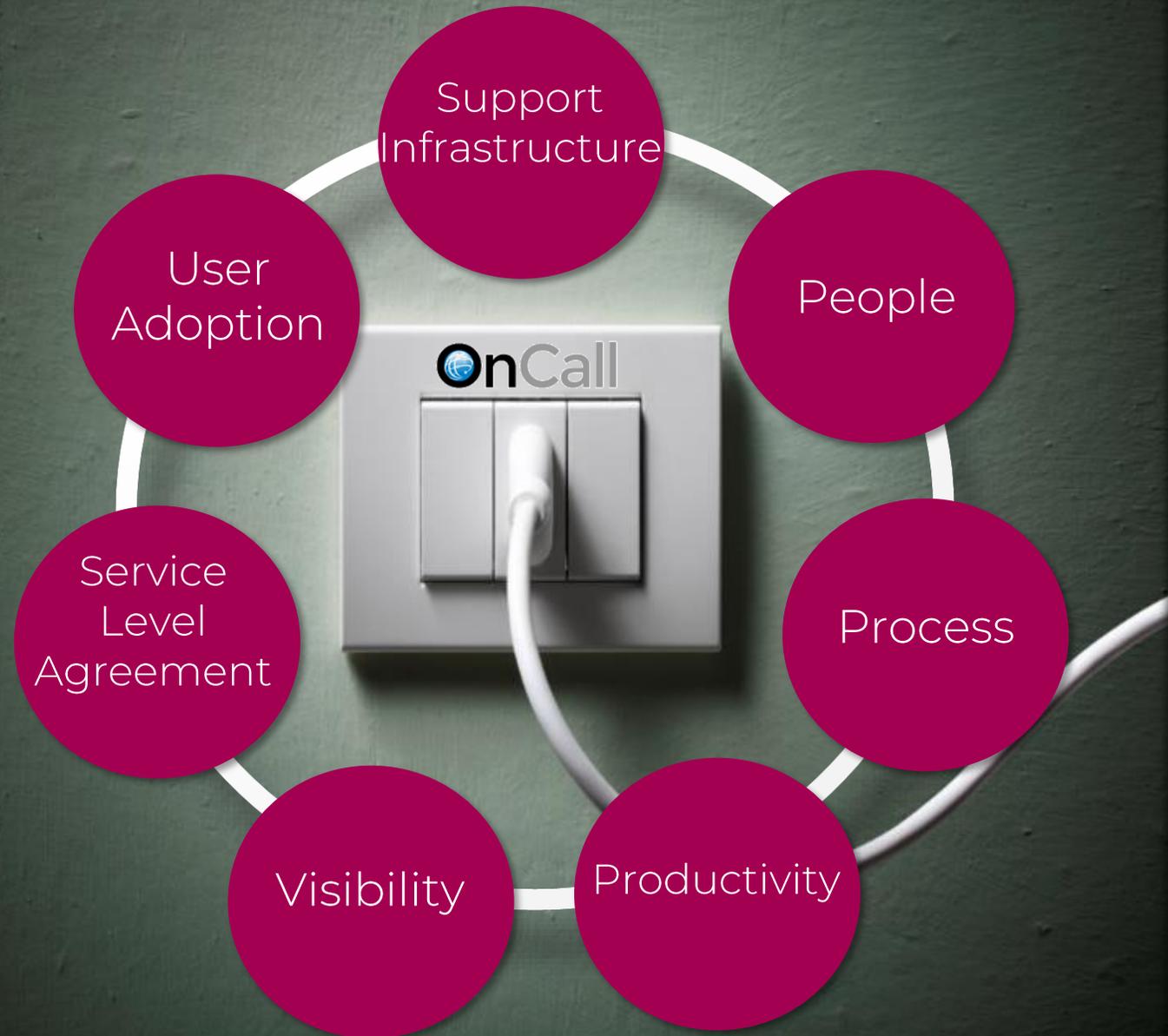


Save time and money. Don't reinvent the wheel!

Leverage EMMsphere's infrastructure, proven processes and team of Marketing Resource Management & DAM consultants.

Maximize user adoption by giving your users the support they need when they need it.

EMMsphere can handle the day-to-day time sensitive user support activities and free your team up to focus on the strategic activities.



Why Plug In?

Support Infrastructure



Why build and manage your own support infrastructure, use ours!

You can't provide user support for an enterprise scale application with just email and voice mail.

Get the structural support foundation and tools you need to deliver world-class user support.



Why Plug In?

People



Leverage EMMsphere's team of Marketing Resource Management and DAM consultants certified on your solution platform.

Your assigned team becomes certified with your processes and unique solution implementation.

Eliminate the risk of reduced service levels when members of your support staff are on vacation, sick, on personal leave or changing jobs.



Why Plug In?

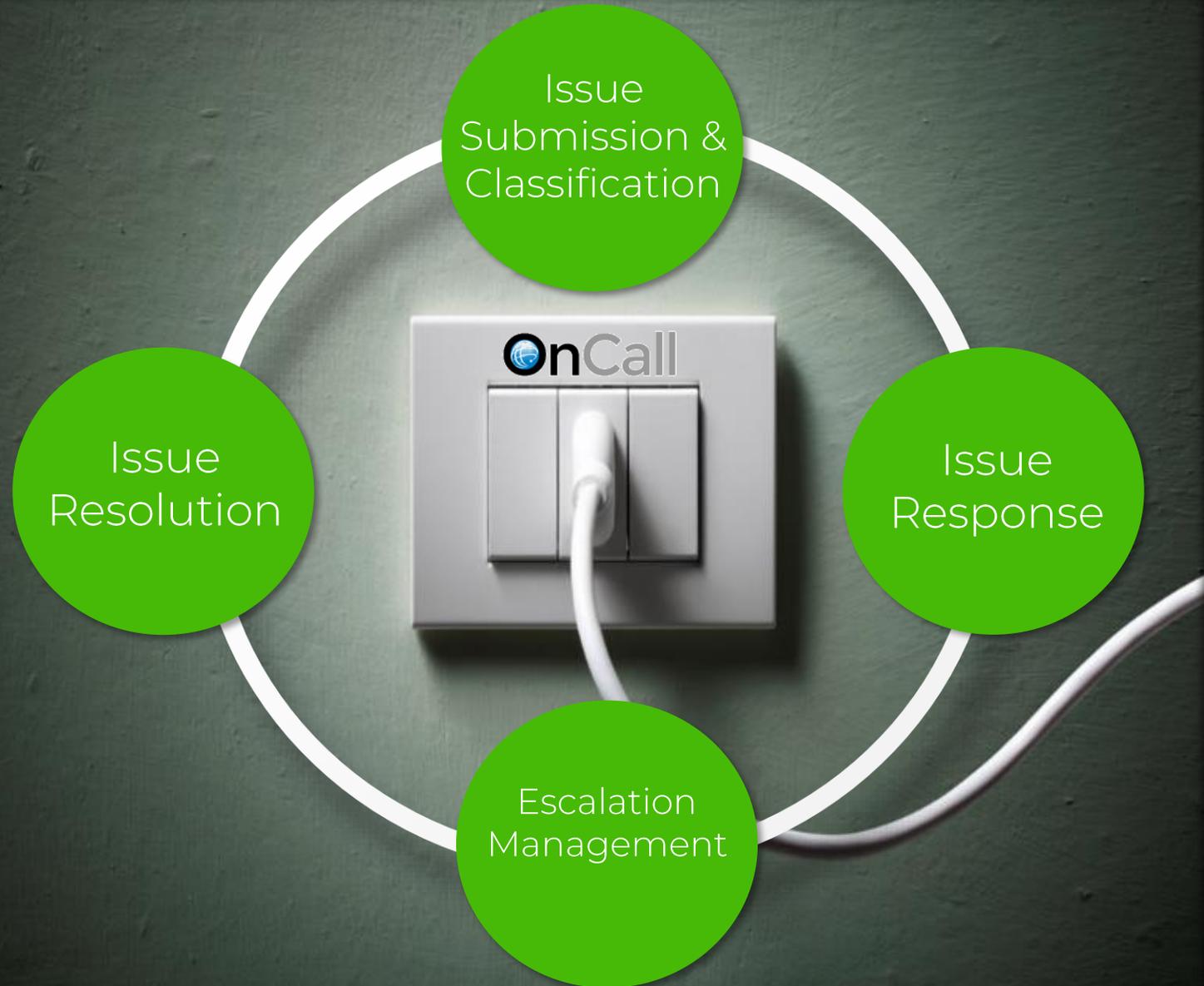
Process



The key to timely and reliable support is execution and you can't execute without policies, standard operating procedures and best practices.

EMMsphere has been supporting Marketing Resource Management and DAM users since 2002. We've developed and optimized a user support process framework that delivers what your users need.

EMMsphere will start with our support process framework and will personalize it to your unique solution and operational needs



Why Plug In?

Productivity 

Divide and Conquer

Free up your internal resources by having EMMsphere handle the tactical day to day user support activities.

This will enable your team to lead and manage the strategic initiatives.



Why Plug In?

Visibility

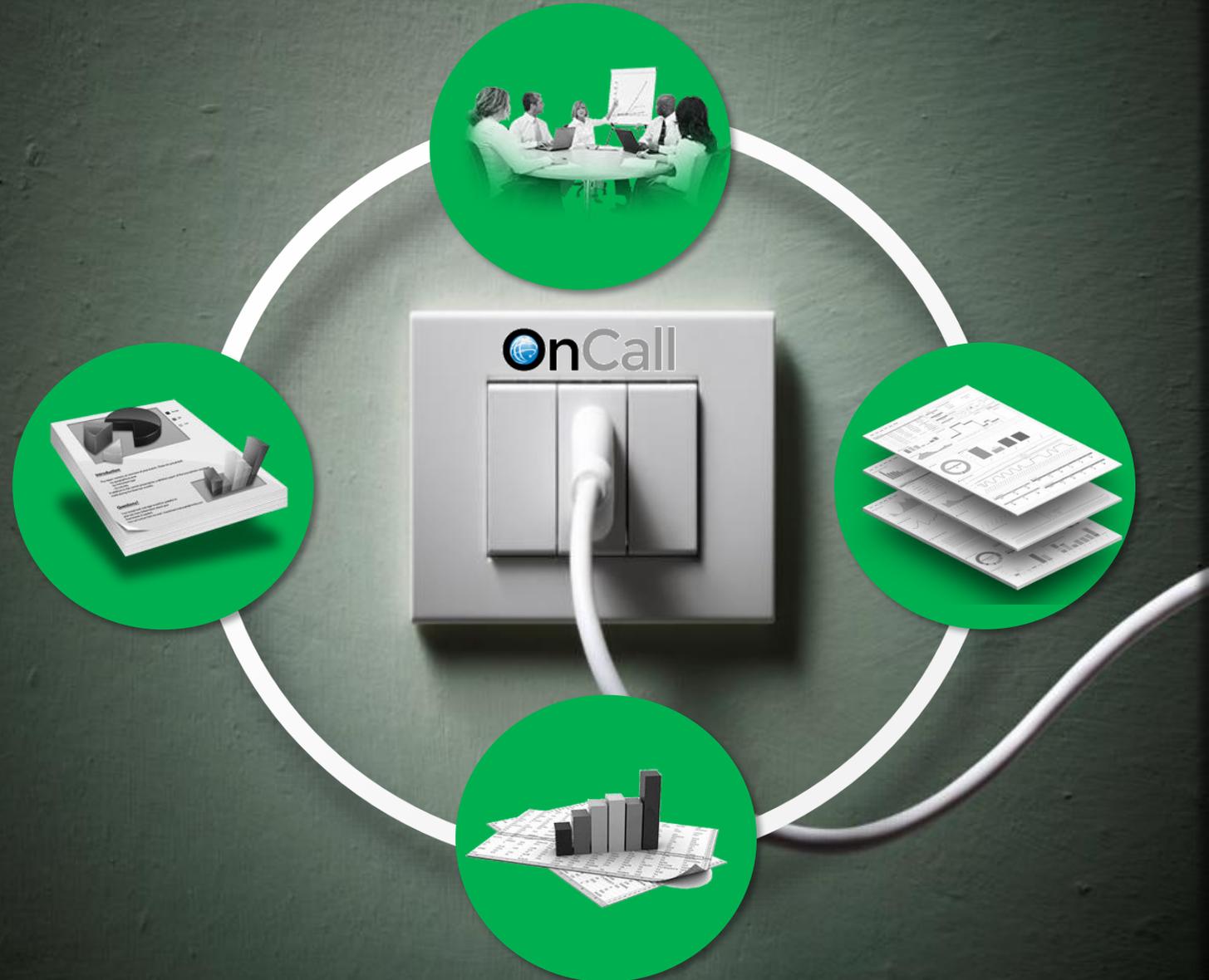


Increase visibility into your user's problem areas with EMMsphere's reporting and insights.

EMMsphere will generate weekly reports, analyze the data and will review the results with your team.

Identify the groups and areas within the solution that need additional training or maybe just some one-on-one coaching.

It's about having actionable information to ensure your users are aligned to your solution.



Why Plug In?

Service Level Agreement

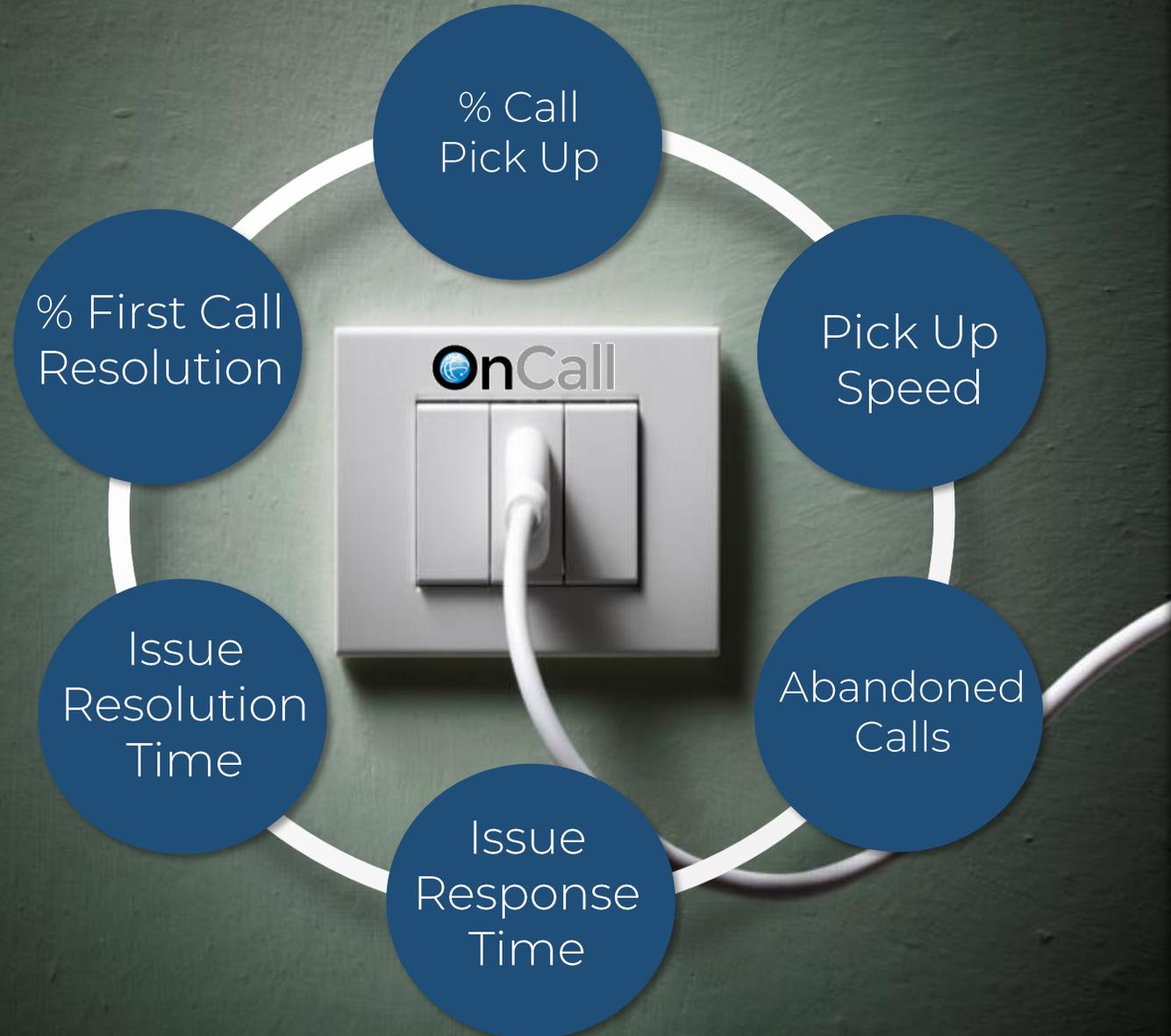


Imagine if...

...you could tell your users that their questions or service requests will be resolved on their first call over 90% of the time.

And, if it is not resolved on the first call, it will be resolved within two hours.

Performance metrics are critical. Know what to expect, measure it and know that you got it!



Why Plug In?

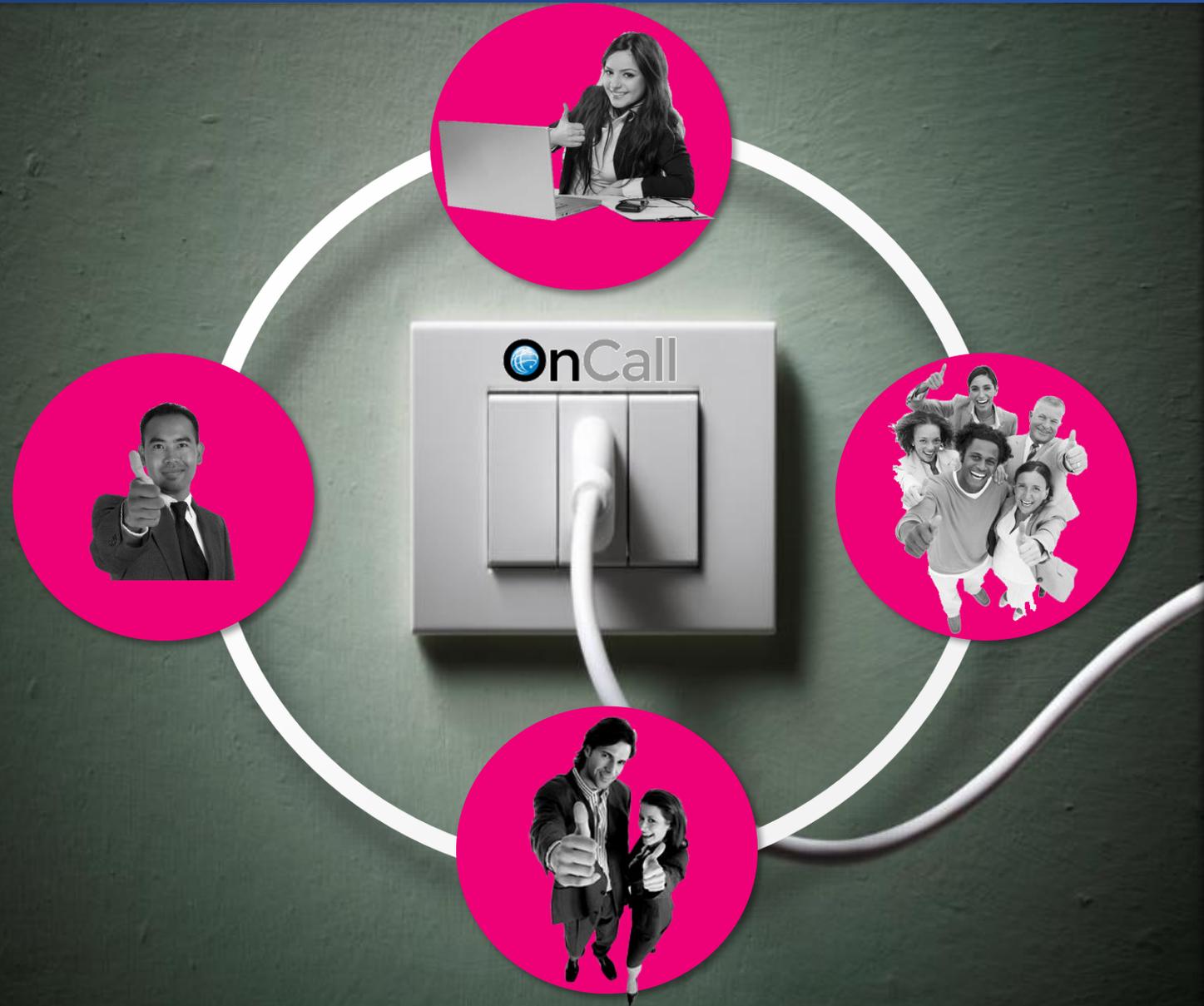
User Adoption

Bottom line, your success is dependent on user adoption and that's one thing you can't mandate. User adoption happens when you create a demand for your solution so strong that they won't let you take it away from them.

And, you can't create demand without providing your users anything less than exceptional support.

Think about the last time you had a bad support experience with any product. Did you get off the phone and want to use that product again?

Plug into EMMsphere OnCall and maximize user adoption.



OnCall

Support Users When They Need It



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