



Caught in the 'Support' Maze



Customer Talk

"We did extensive testing of many customer support software and this is the best."

Rasmus Hassing Larsen
Support Manager - Informi GIS

We offer

- ❖ Email Response Management
- ❖ Self Service Portal
- ❖ Account & Contact Management
- ❖ Contracts Management
- ❖ Customer Experience management

We have a solution...

The SupportCenter Plus Vantage

Email Response Management

Avail one of the best email response management systems

- ❖ Automatic handling of email requests
- ❖ Automated customer case-tracking
- ❖ Reduce response and resolution times
- ❖ Reduce time and cost of Support Staff, Increase Productivity

Account & Contact Management

Account and Contact information at your Finger Tips

- ❖ Maintain your account and contact information from a single central location
- ❖ Manage Accounts, Sub-Accounts and related contacts independently
- ❖ Meet Unique needs of customers based on history
- ❖ Increase efficiency through instant access of Account information

Self Service Portal and Knowledge Base

Empower your Customers and your Support.

- ❖ Enhance user experience through self-service portal and reduce support load.
- ❖ Empower end-users to identify, search and find solutions on their own.
- ❖ Increase first call resolutions through integrating Knowledge base.
- ❖ Make the support process 24 X 7 and avoid duplication of effort.

Contract Management

Make your customers special.

- ❖ Prioritize your customers and provide unique service
- ❖ Proactive Service level Management.
- ❖ Meet customer expectations through higher service levels.
- ❖ Bill your customers rightly based on resolution time.

Customer Experience Management

Enrich your customer's experience

- ❖ Create and Schedule reports on the basis of different criteria.
- ❖ Conduct User Surveys and improve customer experience
- ❖ Automatic escalations in order to keep the resolution time intact.
- ❖ Automatic case assignments and notifications.

4900 Hopyard Rd., Suite 310, Pleasanton, CA 94588, USA .

Phone: +1-925-924-9500, Fax: +1-925-924-9600 For support Queries : supportcenterplus-support@manageengine.com

Toll free
+1 888 720 9500

ManageEngine
SupportCenter plus