

## Managed Support Solutions

Managed Support Solutions offers your organization a single point of contact for your support. We understand that your staffs' questions and concerns are critical to your organizations successful implementation and leveraging of your engineering solutions. By properly managing your support issues you can provide continued learning opportunities to your staff instead of continually reacting to support. The Managed Support Solution offers multiple levels to help you manage your support—not just react to your support. Utilizing a managed support solution allows you to recognize your investment in your tools and your staff.

### Stop Reacting to Support and Become Proactive.



#### STOP REACTING TO SUPPORT

Does your support staff react to your CAD/PLM support issues or are they proactively looking at processes to support business objectives? Are you tracking your support issues and documenting results? If you are not tracking and documenting your results for others to see and learn from you are just reacting to your support.

#### *Stop reacting and become proactive.*

Document the type of calls your staff is receiving and relay this information to your training group so that it can be incorporated into existing training or have new learning tools developed.

By providing an easy-to-use and easy-to-find tools your staff can discover their own answers. This self-discovery is important to learning; it provides personal ownership and a sense of accomplishment.

#### LEVELS OF MANAGED SUPPORT

Every company is unique and so are their requirements. Keeping this mind Delivering Learning Solutions provides multiple levels of support.

- Offsite Support
- Web-based Support Applications
- Customized Web Support Portals
- Onsite Fully Staffed Support

#### Competitive Advantages of Managed Support Solution:

- Provides a single point of contact for your organization.
- Allows your internal staff to focus on other core company objectives.
- Multiple levels of support to fit your growing organization requirements.
- Customized support components fits within your overall learning and support strategy.
- Provides quick, personalized assistance to your staff.

#### SUPPORT SOLUTIONS

Technical support is an invaluable tool in the continuation of your staffs' development which allow them to run a peak performance long after the your initial training program. Technical support can be –and should be– part of your overall learning strategy. We can provide you with the tools and staff to give you quick, personalized assistance through:

- Telephone
- E-mail
- Desktop Application Sharing
- Live Chat

