

Quantum Service & Support Management

Customer focused solutions to give you the edge

“Today’s customer focused enterprise can no longer afford to focus on one area of interaction. Strategies must now include contact management and customer satisfaction as well as the traditional areas of customer support and configuration management.”

OrcaSoft’s core business values are to provide best of breed customer service software and services to it’s customers by deploying prominent customer focus solutions and strategies in the following key areas:

- ❖ **Quantum Series Software** - a leading edge, flexible and comprehensive tool for running large or small internal and external customer support operations.
- ❖ **Consulting Services** - in the help desk market, and customer service marketplace.
- ❖ **Implementation Services** - to ensure that any installation and transition phase goes as smoothly as possible.
- ❖ **Partner and Alliance** - tailored solutions for maximum customer benefit.



The Quantum Series Software



Problem Management: designed specifically for help desks, support centres and service operations enabling you to; improve the efficiency of your customer interaction, increase the satisfaction of your customers, support an ever increasing number of applications and systems and improve the level of service.



Configuration and Assets: gives you a complete view of the equipment that you are servicing; where it is, warranty management, problem history, service level management, asset administration and charging; providing full cost of ownership details.



Documents: allow you to attach documents of any kind to customers, configuration items and calls. Mail merge letters drawing data directly from the database gives you the ability to create form documents quickly and easily. Mail out features also allow mass e-mailing to any selected list of contacts.



Information Distribution: keeping stake holders informed is a critical part of relationship management and the extensive notification abilities within Quantum will ensure that no-one is missed. Notifications to support personnel and customers are automatically handled; alerts and escalations ensure no request is missed. Ad-hoc messaging keeps everyone informed.



Knowledge: the knowledge tools within Quantum ensure that the correct information is available to everyone when they need it. Resolution scripts help less experienced staff ask the appropriate questions. The knowledge base allows both customers and support staff to search for previous solutions to speed up the resolution process.



Remote Computing: to cater for the ever increasing requirement to access applications from anywhere at any time Q-Web allows call management facilities over the internet for both customers and support staff. The newer technologies such as WAP and GPRS also give two way communication via in-expensive devices.



Customer Satisfaction: it is axiomatic now, to keep customers they have to be extremely satisfied, satisfied alone is not enough. The Quantum customer satisfaction module will give you extensive information on your customer satisfaction ratings and comparisons to industry standard objectives.



Workflow Management: designed to give full control over changes and workflows within an organisation, Quantum workflow management gives multi-phase workflows with phase exit criteria and approvals, a disapproval process, linking of related changes, notifications, a full audit trail and integration with other Quantum modules.



Sales Tracking: Quantum allows account managers and sales staff a complete history of customer interaction including both pre- and post- sales service. Quotes and sales history ensure all information is in the one place.



Data Mining: Quantum supplies extensive standard reports but as each site requires different information a fully integrated data mining tool is available as an optional extra – or alternatively your current enterprise reporting tool can be connected to the Quantum database.



Consulting Methodologies: put together from many years of experience our consulting methodology provides a complete independent health check of your support operation and paves the way to ensure the successful installation of the Quantum system. Follow up services ensure that you are getting the maximum benefit of the available tools.

Consulting Services

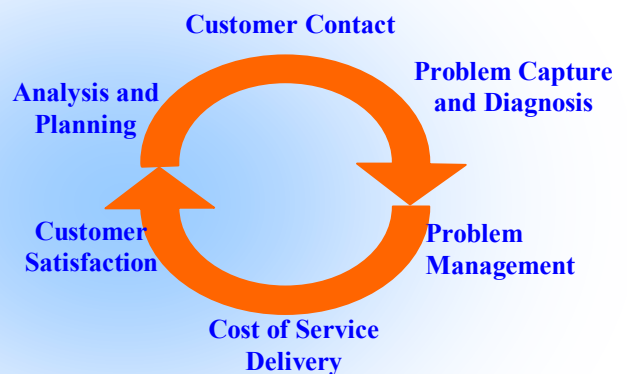
All too frequently support operations have been seen as cost centres within an organisation when in fact they are frequently the main contact point between your customers (or staff) and your business (or department). As such the opportunity exists to use your support operation as the conduit to your customer which can be used for on-selling or to pass on information about your organisation and initiatives being undertaken, making it important to understand and service your customers regardless of whether they are internal or external.

The aims of all service centres are similar:

- ❖ Be a Profit rather than a Cost Centre
- ❖ Aim at a lower cost of operation
- ❖ Increase return on investment
- ❖ Manage knowledge as an asset
- ❖ Optimise service delivery.

Health Check

Most organisations understand that service and efficiency can be improved, but the staff are usually so busy trying to keep up with the day to day demands of the work place, that they do not have the time or the resources, to be able to sit back and analyse where they are going. OrcaSoft consulting services are designed to draw upon the experience of a group of professionals in the service business to overcome this problem.



With the exclusive “HealthCheck” survey we examine your support operation from top to bottom:

- ❖ Assess key areas
- ❖ Use interviews, observations and documentation review
- ❖ An end to end approach
- ❖ Identify key issues
- ❖ Provide recommendation for improvements
- ❖ Provide scores in each of 40 categories plus an overall rating
- ❖ Deliver
 - results and scoring
 - summary report
 - management presentation & review
 - optional in depth report with issues and recommendations

Implementation Services

OrcaSoft recognise that tools and technologies are just part of the solution. A large part of our business is helping our customers improve their support operation - defining the end-to-end processes, putting performance indicators and service level standards in place, improving customer satisfaction, developing the skills and knowledge of staff, improving efficiency, etc. For example, we have designed and implemented large, national support centres and in selected cases we also operate call centres on an outsourced basis.

We strongly feel that having the best software in the world will not be of full benefit unless it is implemented properly. The approach to the implementation of Quantum draws on the teachings of customer marketing where the value principle defines doing the right thing with your customer focus, will provide results at the other end of the scale.

The Health Check procedure outlined above gives the starting point for the implementation of the Quantum solution.

The results from this give us the areas that need to be concentrated on from a procedural point of view, and also provide the basis for the configuration of Quantum into each environment. These issues are worked through in a series of workshops usually on a test version of Quantum installed at the customer site.

Inevitably introducing new procedures and software into an organisation will cause a degree of disruption. An important part of the implementation process must be to ensure that the staff are fully informed of the project and they can see the way the changes will benefit them in helping them do their job better – you get staff buy-in on the project.

The “go live” point in the project is of course merely another marker in the project. Requirements, tasks and responsibilities are constantly changing in all organisations. To ensure the most effective use is being made of the software

OrcaSoft provides an ongoing review service every 6 or 9 months which has several key aims:

- ❖ Identify further training requirements particularly due to staff turnover
- ❖ Identify any changed requirements and ensure these are reflected in the software and procedures
- ❖ Provide extra information on areas of the software that may be under utilised.



Partners and Alliances

While OrcaSoft focus is on its key competencies, our alliances with other leading IT companies assist by adding even more value to our customers requirements. Whether you need Software for accounting, document management, Computer telephony, WAP.... Hardware for PDA's, laptop, desktop, mainframe.... Consulting for implementation, integration, networking, helpdesk health check.... Or a total solution.... If we cannot help then, one or more of our expert alliance organisations certainly can!

Our alliances are chosen for the added benefit they bring through their knowledge and expertise in a particular field related to the Quantum Series Customer Service Software Solution, ensuring our customers receive the very best in service and the solution they seek.

Looking for expertise in customer service? Then OrcaSoft has the answer.

OrcaSoft – The Power Of Association

OrcaSoft was formed in 1997 by a group of service professionals with a wealth of knowledge in the field of Information Technology. It acquired a number of small but well-established consultancy companies, including AceData established in 1987. It has grown by only employing personally recommended associates, who are technically excellent, commercially aware individuals who care about quality and the customer relationship.

OrcaSoft has also made alliances with other world-class companies – such as *Support Solutions Technologies*, an Australian technology leader with a truly global outlook that tailors specific solutions to assist organisations in maximising their customer relationships.

The result is the Quantum Series service and support management software, first sold in 1991 and extensively proven since that time in Australia and overseas. A wide range of customers include; Progress Software, universities, government bodies and commercial organisations. A system that is capable of managing large, diverse operations or small customer-focused helpdesks, with a rich palette of features and tools that can be used to improve performance and increase customer satisfaction.

Progress Software Inc. use Quantum to run its worldwide customer helpdesk, and their European Support Center located in Holland brings together their entire European customer base and technicians. End user and technician location together with skill groups in Quantum, allow the manager to easily allocate the calls to the technicians in the correct location and with the relevant skill set.