



Smart Support

Assured Assistance

EFFECTIVE ✦ EFFICIENT ✦ RELIABLE ✦ AFFORDABLE



Enterprise Support Services - SmartSupport

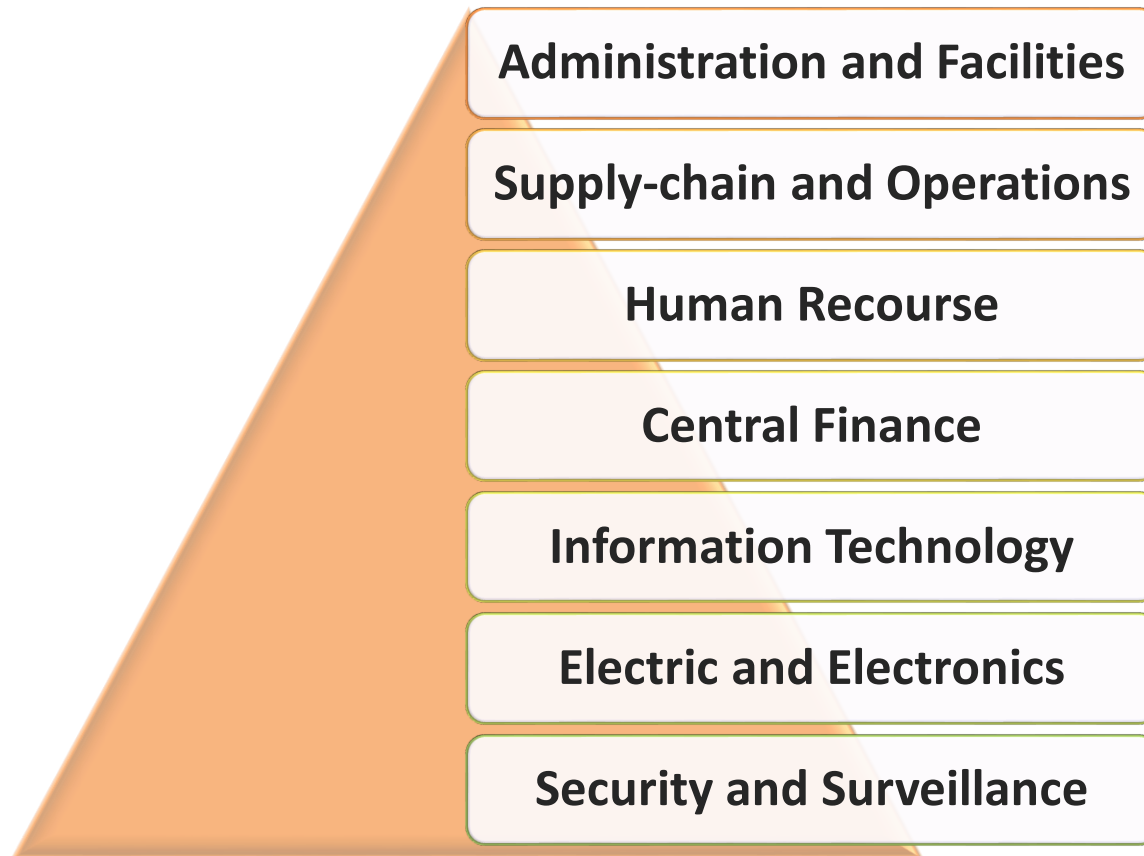
Complete enterprise support coverage

- SmartSupport provides comprehensive solutions to cater organizational support services by developing customized solutions and services.
- Enabling partners exploiting full potential of their resources and team with the help of industry specialized support professionals, and contributes towards achieving their business goals, organizational growth and overall success.
- Enterprise and shared cloud options



Enterprise Support Services - SmartSupport

Complete enterprise support coverage



Traditional vs Smart Support Services

"Old" Support Services



- Manual unorganized support setups
- Difficult interactions management
- Troublesome activity tracking
- Multiple versions in decentralization
- Challenges in Service level monitoring
- Cost drainage
- Painful and Slow user/ customer feedbacks
- Long implementation and trainings
- COB/ EOD/ Period-end Reports

SmartSupport Services

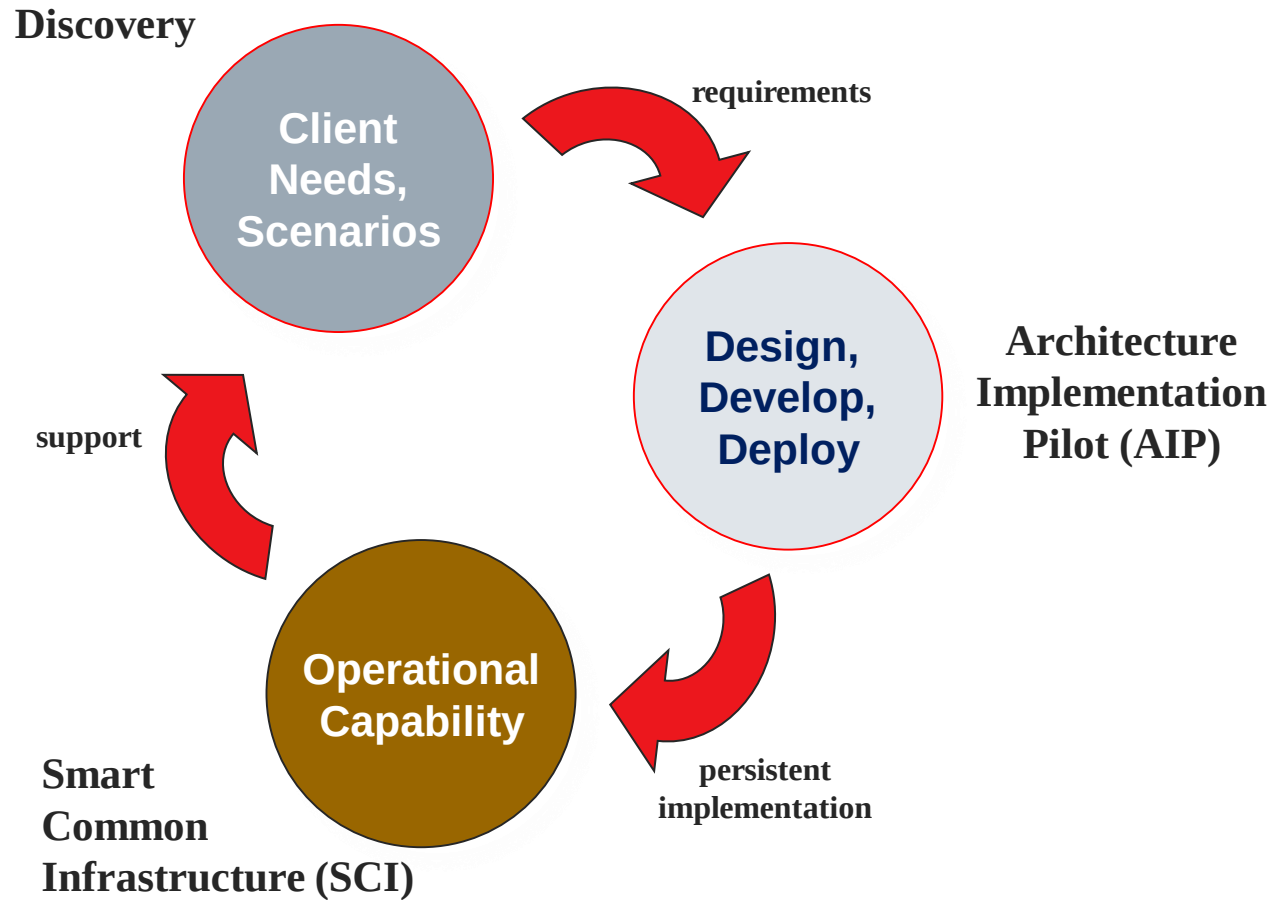


- Fast centralized enterprise support centers
- Fast Paperless signups
- Live support insights
- Single contact point for all services
- Efficient and focused Service level measures
- Enhanced cost advantages
- Guaranteed service and satisfaction
- Fast and Swift implementation
- Live/ on-demand Reports and updates



Implementation and Management Process

SmartSupport provides both enterprise and shared cloud options





Key Features

SmartSupport = Service + Product + Partnership

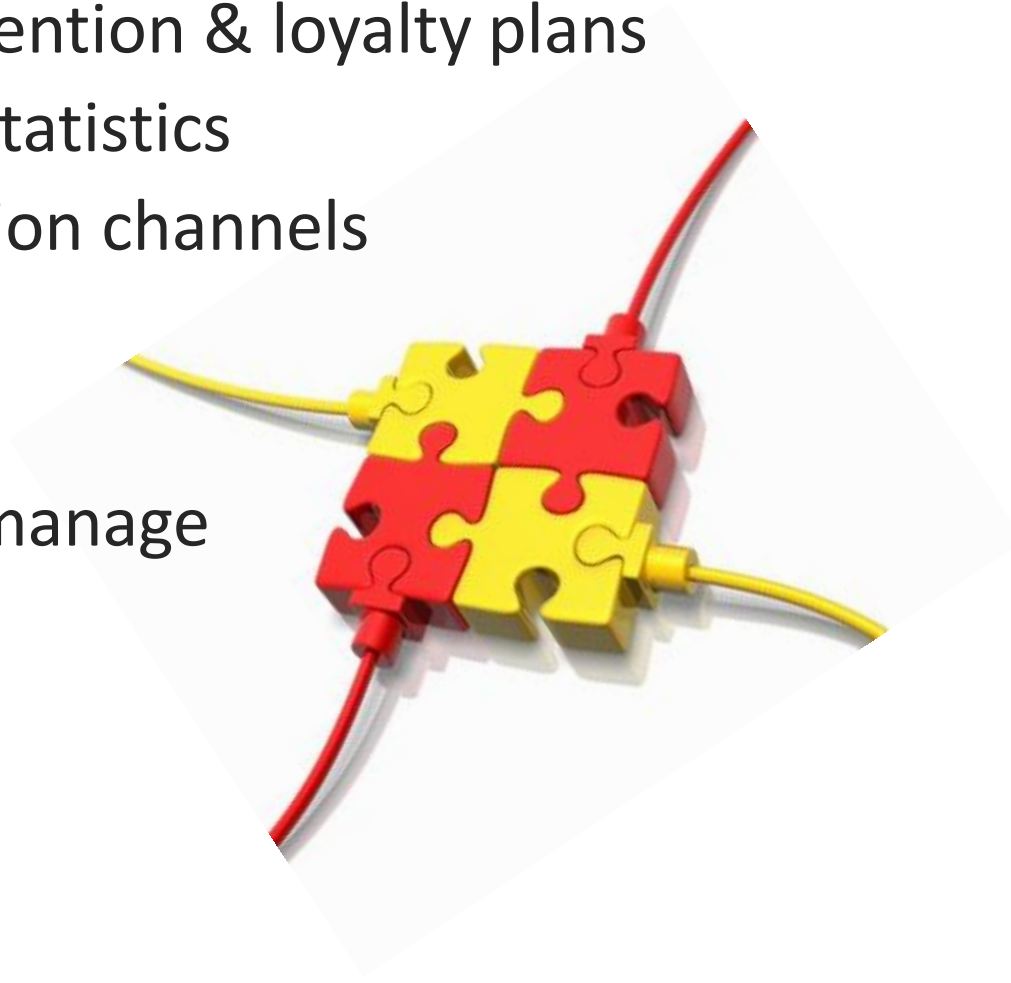
- Win-win proposition for all parties
- Works with user/ customer Cell #s
- Flexible expansion
- Mobile Apps
- QR or bar coded operations
- Web login and tracking
- Live stats
- Call Center support
- Instant engagements feedback
- Reduced dependency of IT/ operations





Business Facts

- Manageable customer base
- Highly customized retention & loyalty plans
- Live usage & activity statistics
- Effective communication channels
- Affordable
- Simple to set up
- Effortless to run and manage





Key Technology and Process Decisions

- Enterprise vs shared cloud options
- Mobile Apps
- QR, NFC or barcodes in operations
- Internet or no internet dependency
- Call Center support
- Centralized vs regional setups
- Off-Site, On-Site, Near Shore, Off-Shore options
- SMS based services
- Live Stats options





About Intelligence Management

- Intelligence Management is a multi-disciplinary consulting firm providing strategy, technology and performance management services.
- We are based in Canada with expert consultants having presence in different regions across the globe.
- Our principals and associates include corporate executives having international experiences with fortune 500 companies in multiple industries. These experts help our partners in strategy to solution through management consulting, advisory, execution and support services.





Thank you!

धन्यवाद
Hindi

多謝
Traditional Chinese

Grazie
Italian

Obrigado
Brazilian Portuguese

ขอบพระคุณ
Thai

Gracias
Spanish



Спасибо
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Merci
French

شكراً
Arabic

多谢
Simplified Chinese

நன்றி
Tamil

Danke
German

ありがとうございました
Japanese

감사합니다
Korean