

ISOdx Implementation Services

ISOdx Professional Services Jump Start Your Productivity

WHY ISOdx IMPLEMENTATION SERVICES?

ISOdx Implementation Services are designed to help your organization begin to realize the full value of its investment in ISOdx quickly and efficiently. ISOdx Professional Service consultants assess the specific requirements and priorities of your initial implementation, align ISOdx capabilities with these objectives, and apply best practices to the entire implementation process.

Our experts ensure a timely implementation that minimizes the impact on your internal resources associated with new technology deployments. We help you quickly achieve an optimal level of productivity and put your organization on a fast path toward improvements in your customer support practices.

VALUE TO YOUR ORGANIZATION

Our Implementation Services allow you to:

- Achieve rapid deployment and realize quick time to value
- Quickly assess your specific needs and requirements for optimizing use of ISOdx
- Bypass common implementation challenges and pitfalls
- Rapidly become proficient in applying ISOdx to the daily customer support resolution cycle
- Save dollars by significantly reducing dedicated staff time spent in the total process

OUR DELIVERABLES TO YOU

ISOdx Professional Services consultants deliver custom implementation services, working with you and your team to analyze your business requirements and develop a customized implementation plan.

Deliverables include:

- Pre-service planning and preparation conference calls
- Two on-site sessions to consult and coordinate with your team
- Detailed training for all ISOdx users within your organization
- Project management services
- Installation/configuration of the CentOS or Redhat Linux operating system on the ISOdx host server
- Installation of ISOdx software
- Configuration of ISOdx snapshot collections
- Snapshots taken of your local and/or remote servers and other devices
- Creation of customized ISOdx modules as required to enhance the support of your key applications

PRICING

Pricing varies depending upon the scope of the implementation. Your ISOdx Professional Services consultant will discuss your requirements with you prior to proposing an implementation price for your consideration.



ISOdx PROFESSIONAL SERVICES

Creating a successful customer service and support program goes beyond choosing the best technology. Companies need to take into account everything from evaluation to post-implementation services to maximize their investment.

ISOdx offers a variety of services to support your needs as you evaluate, plan, deploy and maintain your customer support program.

With our product knowledge, proven best practices and expertise, we help ensure your customer support program is a success. Our philosophy of service demands that your ISOdx experience is consistently smooth, organized, supportive and valuable to your business.

ISOdx SERVICES OFFERINGS

ISOdx Professional Services are designed to provide optimum value to our customers. To best address your needs, services are available to help in every stage of your ISOdx experience. Whether you are first time implementing or are a long-time user of ISOdx, we have classroom, web and on-site consulting and training to accommodate your requirements.

OUR SERVICE PHILOSOPHY AND PEOPLE ARE YOUR BIGGEST BENEFITS

Our philosophy of services demands that your ISOdx experience is consistently smooth, organized, supportive and valuable to your business.

All engineers are ISOdx employees with in-depth development, support and customer-facing experience. Each has expertise with multiple operating systems and industries. They have extensive training and experience on ISOdx software and features and are well-equipped to deliver premier services.

ISOdx SOFTWARE

- Reduces support time by up to 92 percent
- Captures, documents and compares “moments in time” before failures occur
- Rapidly determines root cause of system problems

DELIVERING EXCELLENCE, ADDING VALUE TO YOUR SUPPORT ORGANIZATION

If your company supports hardware or software, ISOdx can help you reach new heights in finding, solving and managing remote customer support issues.

ISOdx was developed specifically for the customer support market. No other software has this particular focus and ability. ISOdx enables enhanced performance levels and automatically differentiates your business.

ISOdx equips customer support organizations to differentiate their brand by providing better and faster customer support than ever before—which translates to increased profitability potential, enhanced customer loyalty and a more strategic approach to work.

EMPOWERING CUSTOMER SUPPORT TEAMS WITH UNPRECEDENTED CONTROL

ISOdx can serve as a single portal to all devices and data, creating an enterprise dashboard of changes and enabling root cause analysis. Documentation can be viewed from any point in time and any two points can be compared, down to the character, to see what changed.

By pinpointing problem sources, customer support teams can significantly reduce staff time to laborious research and investigation. Frontline support professionals are empowered to resolve more issues with unmatched speed and gain the ability to develop troubleshooting best practices, processes and procedures with incredible efficiency.

TSW AWARD WINNER
FOR INNOVATION IN
INFRASTRUCTURE

SSPA RECOGNIZED
INNOVATOR FOR
PROACTIVE SUPPORT

DATA STORAGE TOP 10
PRODUCT

TOPCAT FINALIST FOR
OUTSTANDING PRODUCT

SOCIETY FOR TECHNICAL
COMMUNICATION AWARD
WINNER