

ISOdx Rollout Services

ISOdx Professional Services Jump Start Your Productivity

WHY ISOdx ROLLOUT SERVICES

The true value of ISOdx in the customer service equation cannot be realized until the ISOdx Collector Software executable has been distributed to your customers. Once the distribution of this small executable is accomplished, a wealth of your customer's technology environment forensics become readily available to your organization's customer service professionals and the true power of ISOdx is unleashed.

ISOdx Rollout Services are designed to assist you in building and executing a rollout strategy that is transparent and non-intrusive to your organization's customers. Whether your goals are to roll out ISOdx on a case-by-case basis for individual customer support needs, or via a comprehensive approach that is integrated into the distribution of a maintenance or major release of your software technology, ISOdx Rollout Services will help you build a strategy to ensure a smooth and successful ISOdx introduction to your customers.

VALUE TO YOUR ORGANIZATION

ISOdx Rollout Services allow you to:

- Quickly develop a comprehensive ISOdx customer deployment strategy that is optimized to meet your particular customer service objectives
- Bypass potential rollout complexities by taking advantage of ISOdx best practices and achieving rapid, transparent delivery of ISOdx to your customers
- Save dollars by significantly reducing dedicated staff time spent in the rollout process

OUR DELIVERABLES TO YOU

Whether conducted on site or remotely, ISOdx Professional Services consultants will work as an extension to your team, leading them through every step of a successful ISOdx deployment. Specifics deliverables include:

- Collaborative creation and documentation of an ISOdx customer deployment rollout strategy
- Procedural recommendations based on ISOdx rollout best practices
- Project Management services to drive the implementation of rollout details
- Comprehensive ISOdx product training for your Customer Service professionals
- Customization of your ISOdx collection information
- Creation of customized ISOdx modules as required to enhance the support of your key applications

PRICING

Pricing varies depending upon the scope of the rollout. Your ISOdx Professional Services consultant will discuss your requirements with prior to proposing a rollout 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