Support & Service Contracts

It's a fact... a well implemented CRM system will build value to your business, increase profitability, customer satisfaction and loyalty, whilst also reducing costs and time wastage…

...but even the best CRM software in the world will not meet expectations if it isn't utilised fully or its users well supported.

That's where Empath-e can make all the difference...

The support you need...when you need it...

No solution is complete without the appropriate support to ensure you maximise the potential of the solution. Empath-e offer a complete range of additional service contracts over and above your standard support contract, to meet every need - see overleaf for details.

Your staff can concentrate on core business

Choosing the right level of service contract that best suits your needs will let your staff concentrate on core business - keeping your end-users happy. Our contracts offer services such as full end-user support, regular updates for maximum performance, database imports, report stats, performance checking and monitoring, right up to full IT support too.

Choice and flexibility to keep your business running smoothly

With a range of service contracts to choose from, you'll have everything you need to keep your business running the way you want it to - smoothly and effectively. We can tailor our support to any level, keeping your team at peak efficiency and maximising your investment.

Call now to discuss the right option for your company!

Support & Service Contracts: Cover Level
Frequency of service cover

	Bronze Yearly	Silver Quarterly except for:	Gold Monthly except for:	Platinum Monthly except for:
Full end-user support for SalesLogix *Enable your users to call us rather than tie up IT resources*				
On-site floor walking *Meet with users and IT staff to ensure consistent and smooth operation* This gives an ideal opportunity for the end user and IT team to go through any issues, concerns or even 'nice-to-haves' with the system.		*Monthly*		
Realigning activities and territories *Assistance when planning bulk changes to your database* Ideal for accounts and activity realignment				
Monitoring remotes and sync activity *Install tools to monitor effectiveness of users and synchronisation* With this tool you are notified via email with a full report of your remote users sync status, who has synced within the last 7 days, who has not and how many files are pending for each user.		*Weekly*	*Weekly*	*Weekly*
Creating and distributing remote user databases *We'll create the databases to be used during the remote install*				
Managing user, team and field security *Full user management of SalesLogix users* Are your users set up correctly? Can they delete data, export data out of the database or access data they shouldn't have access to? And can they view the data they should be able to? We find this a common issue which can easily be resolved by managing your users properly.				
Checking performance and integrity *Troubleshooting SalesLogix operating system issues*		*Monthly*		
User usage statistics *Provide reporting on who's using the system and who's not* We can tell you who is logging on and off SalesLogix, record their network properties and Saleslogix version - all in one report for you to monitor.				
Support report statistics *Identify additional training needs* Get weekly/monthly support stats via email with a breakdown of each call raised to our support desk.				
Tuning SalesLogix database performance *Troubleshooting SalesLogix operating issues* In order to properly manage your database and keep it performing at an optimal level, routine tasks must be carried out: optimisations, integrity and performance tuning.				
Database imports *You provide the files, we perform the import (wizard imports only)* Do you have additional data you would like imported into your SalesLogix database? Email us the spreadsheet and we will import it for you (providing no additional coding is is needed. Includes wizard imports only).				
Applying hot fixes and service packs *Keeping you up to date and at peak performance* Like all software applications, service packs and hot fixes are regularly available to resolve known issues. In some cases these are critical updates which need to be applied asap! We will apply all the latest updates to your system as soon as they are released and fully tested in-house by our technical team.				
Monitoring system and disk usage *Full reporting and system checking all SalesLogix servers and their role/performance*				
Full IT support (Servers/Workstations/Network) *Complete support for all your IT issues* (please call to discuss requirements)				

empath-e
MAKING CRM MAKE **SENSE**

Tel: +44 (0)845 1368445

International House, George Curl Way, Southampton, Hampshire SO18 2RZ
Email: sales@empath-e.com   www.empath-e.com