CUSTOMER SUPPORT 2.0

WEBINAR- 22nd May, 2023

SECUTIX

TWO TOPICS FOR TODAY

1. Our Customer Support organisation

2. Customer Portal 2.0

SECUTIX

1. CUSTOMER SUPPORT ORGANISATION

SECUTIX

MAIN CHALLENGES

1 QUALITY

Language / Communication

Proximity

Diagnostic

Solution expertise

2 ADOPTION

Complexity

Knowledge sharing /
Documentation
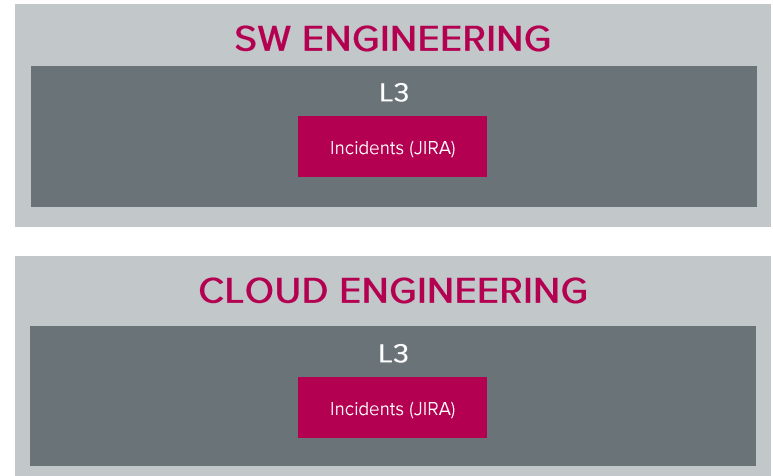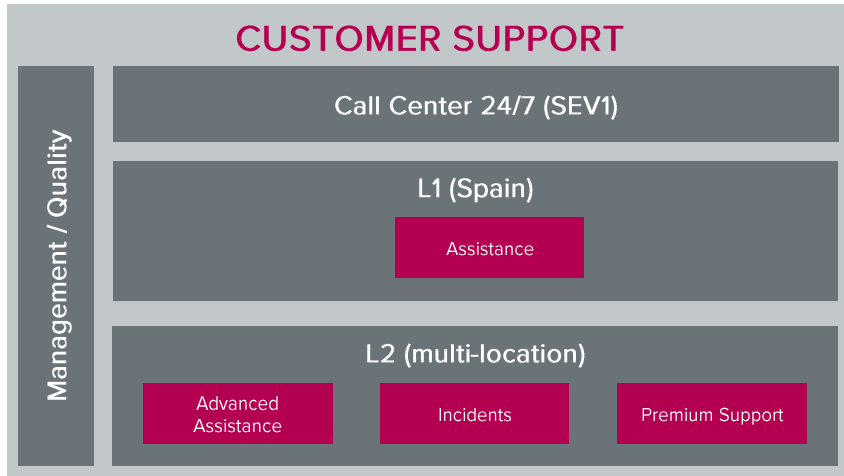
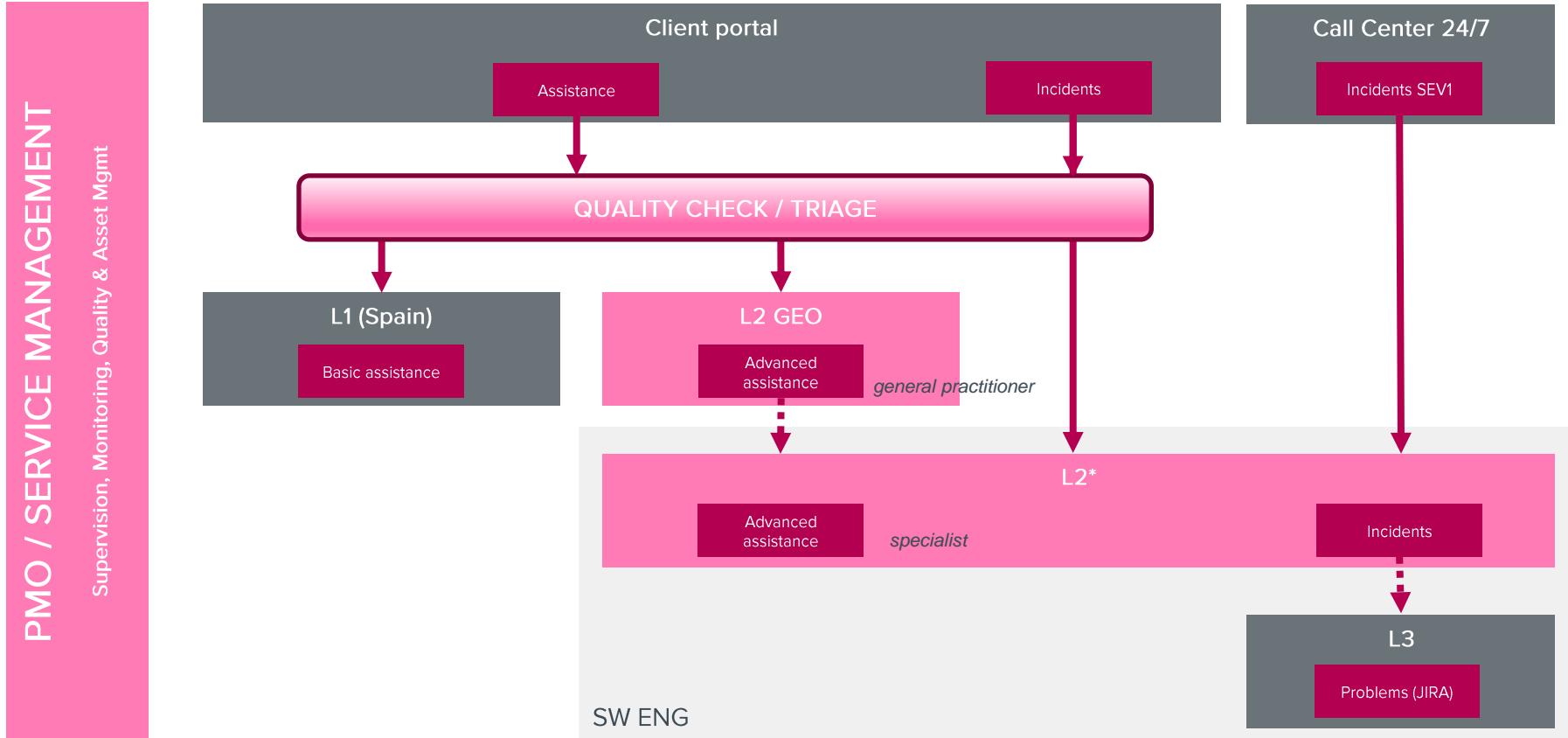Best practices

3 PERFORMANCE

Response / Resolution time

Case ownership

Collaboration

SECUTIX

CURRENT OPERATING MODEL

CUSTOMER SUPPORT

Management / Quality

Call Center 24/7 (SEV1)

L1 (Spain)

Assistance

L2 (multi-location)

Advanced Assistance

Incidents

Premium Support

SW ENGINEERING

L3

Incidents (JIRA)

CLOUD ENGINEERING

L3

Incidents (JIRA)

SECUTIX

CUSTOMER SUPPORT ORGANIZATION 2.0

NEW OPERATING MODEL

PMO / SERVICE MANAGEMENT
Supervision, Monitoring, Quality & Asset Mgmt

Client portal

Assistance

Incidents

Call Center 24/7

Incidents SEV1

QUALITY CHECK / TRIAGE

L1 (Spain)

Basic assistance

L2 GEO

Advanced assistance

general practitioner

L2*

Advanced assistance

specialist

Incidents

L3

Problems (JIRA)

SW ENG

2. CUSTOMER PORTAL 2.0

SECUTIX

SALESFORCE TRANSFORMATION PROJECT

1 **QUALITY**

New Portal/ UX

Automatic severity assessment

More client notifications

2 **ADOPTION**

Knowledge base

Online community (July)

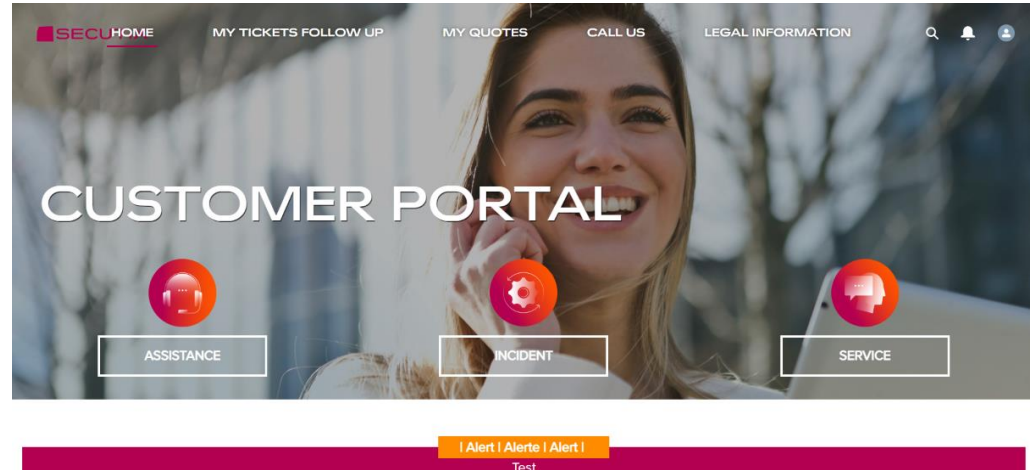*Product Ideas (Q4)*

3 **PERFORMANCE**

New processes (ITIL compliant)

Jira integration

Performance dashboards

CUSTOMER PORTAL 2.0

- Login

- **Assistance / Incident Cases**
  - Creation
  - View
  - Case communication
  - Validation/rejection
  - Reporting

- **Service Cases**
  - Creation
  - Follow up
  - Quote validation
  - Service acceptance

- **Legal info**

■ SECUTIX

THE IMPROVEMENTS YOU SHOULD SEE

- **A more efficient and streamlined process**
  - Clearer UX to define issues
  - Better ways of communicating around cases
  - Reminders when action is required on a service (quote to accept, validation in preproduction, validation in production)
  - Auto-closure rules for incidents
  - Dedicated section in the Customer Portal to accept or decline a resolution
  - Ability to attach multiple documents

SECUTIX

THE IMPROVEMENTS YOU SHOULD SEE

- A more precise severity assessment, considering multiple factors;
  - Impact on revenue
  - Impact on brand/ image
  - Data integrity
  - Human/ physical security
  - Operations
  - Urgency

Problem	Context	Severity
I have one TPE not working	My event is in 10 days and I have backup TPE	SEV3
50% of my TPE are not working	My event is in 5 days	SEV2
All TPE not working	My event is in 3 hours	SEV1

SECUTIX

PLANNING

- Target live date : **1st of June**

- Expect a few hours interruption

- If you have an incident/ blocking situation <u>call us</u>

- Once the new Customer Portal is accessible you will receive an email to access it and reset your password

- All incident, assistance and service cases from the **past 12 months** will be migrated, respecting the new SLAs (open <u>and</u> closed)

TOOLS TO HELP YOU

- E-learning tool showing how to use the platform

- Specific email if you see bugs on the platform

- All documents hosted on a specific Confluence page

ANY QUESTIONS?

SECUTIX