

## **ANNOUNCING THE INDUSTRY'S MOST POWERFUL ONLINE SELF SERVICE CUSTOMER CENTER**

### **Overview**

EnvisionWare is a company dedicated to superior products, outstanding customer service and complete customer satisfaction. Your satisfaction is the “prime directive” and the guiding principle that governs employee decisions. “What should be done to ensure the best long term relationship with the customer?” is the single most important question asked when addressing an issue affecting one of our customers. As most of our customers know, we provide consistent and frequent product updates across the entire product line. Aside from updates, we continue to release new self service solutions and we continue to evolve the state of the art in order to provide new generation solutions.

### **Not Just New Products**

Since our founding ten years ago, we have re-engineered our company several times in order to elevate the level of service to our community of users. We were the first time and print management vendor to offer an active user forum, first to provide an interactive support portal, and first to provide the popular EnvisionWare Live-Chat™ Service. EnvisionWare Central Management was the first product from a self service provider to form a foundation for rapid access to remote resources. We developed a powerful knowledge base, published user list archives, and were the first company in our market space to provide an option for real 24x7 support.

Over the years we have worked to improve and increase the services. We developed a documentation group that now releases a new manual with every product release and most recently, the documentation group has focused energy on the development of a new series of manuals that separate user from administrator information—all at the request and from feedback of our users.

You asked for improved quality and we now have a full team of professionals that manage our

Quality Assurance program, which exhaustively tests new products and releases, and continues to evolve the testing methodology used with our products. In the past year, we created a new position for a Director of Product Management. Jenna Tuttle has created new methods of tracking and managing our development efforts while being actively engaged with our customers that provide feedback. Together with her QA team, we continue to improve our pre-release testing program.

A new Director of Application Development, Paul Bennett, has just joined us with a goal of expanding and evolving our development resources so that we can respond more quickly, develop more thoroughly, and innovate more dramatically to bring exciting new products and new generations of products to the global library community.

Some customers told us that they would love to have access to more advanced help on demand, and our Professional Services group was expanded to ensure that we could provide ad hoc services as needed.

We kept asking ourselves, aside from continually improving the delivery of service, increasing the effectiveness of support delivery, and continuing to improve the quality and effectiveness of the service-related offerings, is there really anything else we could do?

### **Here's What's New**

Within the next three to four weeks, EnvisionWare will launch the new *Customer Center*. The Center is a customer web service like no other. Every facet of our service delivery has been enhanced so that case entry (currently ticket entry), while dramatically improved, is but a fragment of the things you can do online.

Now, the library self service technology leader will be delivering the most extensive self service account management options for our customers.



## MORE ABOUT THE CUSTOMER CENTER

### “Feature / Defect” Visibility

Every support need, defect, or enhancement request starts with a Case. You can enter a Case similar to the prior portal method or you can use email. A Case, aside from the obvious support services, provides a way to link a customer to any service concern. If a problem or enhancement request is involved, an Issue

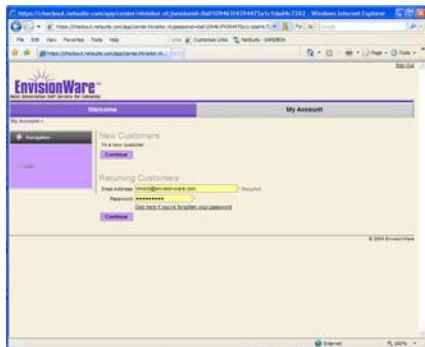
(formerly called defect or feature request) will be created and linked to your Case. You will see both the Case and the Issue. You will be able to track the progress of each issue, which means that now you will have complete visibility to anything you submit and you will know how your submissions progress through the system.

### From the Top

From the EnvisionWare web site, you will soon be able to link directly to the Center, shown below. The Center is regionalized so that the language is appropriate to the region. At launch, US English and International English. Additional languages are forthcoming.

When you click on *My Account*, a login screen appears where you enter your *email address*

and *password*. Just prior to launch, we will send an email to you with information about your default password. At first login, you can change the password to a password of YOUR CHOICE, and you can change it any time.



Once logged in, here are your choices:

#### Quick View:

- Current Balance
- Outstanding Orders
- Open Cases (formerly Tickets)
- Open Estimates (Quotations including Maintenance details)

#### Billing:

- Make a Payment (eCommerce services)
- Print a Statement
- See Accounts Receivable Register
- See All Transactions (View a list of everything you own)

#### Orders:

- Enter an Order
- See Orders
- See Estimates
- Request a Return
- See Return Requests

#### Support:

- Contact Support/Enter a Case
- See Support Cases (formerly Tickets)
- Submit an Enhancement Request
- See Support Issues (Enhancements and Problems)
- Edit Your Profile (Update your customer information and add new contacts to your record)
- Download Your License
- Access Downloads and Documentation
- Open a LiveChat Session
- Knowledge Bases (New, Separated, FAQ-Style)

#### Settings

##### Set Preferences:

- Language
- Time Zone
- Font Size
- Transactions in HTML
- Issue Notification
  - Configure Alerts
  - Add Email Addresses for Notifications



## STILL MORE ABOUT THE CUSTOMER CENTER

### Email Subscription Center:

Decide which email you want to receive:

- ✓ Billing
- ✓ Product Announcements (replaces posts to the list serve—requested by several customers)
- ✓ Marketing
- ✓ Surveys (New way to get feedback)
- ✓ Newsletters (Quarterly starts soon)

### EnvisionWare University

Change Email/Password

Search any info in your customer account

### North America Global Headquarters

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 +1 678-584-5911 Main  
 +1 678-684-1232 Fax

### North America Sales Offices

Atlanta, Boston, Chicago, Dallas,  
 Philadelphia, Raleigh

### North America Service Centers

Atlanta, Boston, Las Vegas, Nashville, Scottsdale

### Asia Pacific Regional Centre

EnvisionWare Pty Ltd  
 10 George Street  
 Stepney, South Australia 5069  
 +61 (0)8 8132 5800 Main  
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### All Other Countries

+1 678-584-5911

### Servicing Distributors

U.S., Canada, Hong Kong, Ireland,  
 Mexico, New Zealand

## Customer Center Training

We realize there's a great deal of new information, so we will be announcing a series of webinars at different schedules throughout the day to fit the viewing needs of an international customer community. Using our new online web tools, we will record the training webinar and make it available in our new *EnvisionWare University*, an online, on-demand learning center.

## Thank You

Thanks to your feedback, we have used your input to guide us in the delivery of the new Customer Center. There are lots of new options but, in keeping with our history, there's more to come.

