

SERVICE MANAGEMENT CUSTOMER SUPPORT



Greentree® Customer Support

Providing excellent service, while managing problems and ensuring solutions are provided in an effective and timely manner is a critical process that requires careful resource planning and effective IT systems. The Greentree Customer Support suite is ideal for providing solutions to these issues, with a proven methodology and highly effective approach for organisations of any size.

Key Benefits



- Internet Enabled
- Manage Your Help Desk More Effectively
- Escalating Customer Support Calls to Field Service Requests
- Providing Rapid Answers
- Service Levels Agreements
- Contracts
- Flexible Contract Types
- Secure Data Access

Internet Enabled

Greentree is enabled for Internet deployment, out of the box, using its thin client technology. This allows remote offices or travelling executives to obtain secure access to the complete functionality of Greentree via an Internet Service Provider.

Manage Your Help Desk More Effectively

The Customer Support suite manages the typical functions of a customer support "help desk" with call tracking problem analysis and resolution timeframes. Incoming calls can be easily reassigned to the appropriate person or team and tracked through to completion. Follow-up calls or actions required can also be monitored ensuring all outstanding customer issues are effectively resolved.

Escalating Customer Support Calls to Field Service Requests

The Field Service capability extends the Customer Support function by allowing calls to be escalated to a field service team via the creation of "service requests." These requests can then be assigned to a service person or team for action, while being monitored as part of the original call. Optional integration to the Greentree Job

Cost and Inventory modules is also provided for those organisations requiring detailed tracking and analysis of costs.

Providing Rapid Answers

Help desk staff are able to work primarily from a single, highly functional screen within Greentree - with instant access to libraries of information. This makes staff more effective in their role, with calls answered and completed efficiently. Staff can also record follow-up actions or additional calls that may be required, send emails or other communications, enter timesheet and disbursement details or escalate the call to a service request if a site visit or other action is required.

Service Levels Agreements

If required, service levels can also be agreed and implemented as part of the Contract Management process. This allows the response and resolution times to be defined, and then tracked against each support call received. Flexible calendars can be created, to allow for public holidays and non-working days, and service level monitoring can correctly account for non-service time periods.



"Very, very integrated!"



Contracts

The Contracts module allows specific customer support or maintenance contracts to be defined and managed. This includes the products they cover, the contract period and the cost per contract period. Parent/Child contracts are supported for more complex organisations with either multiple contracts or multiple sites.

Flexible Contract Types

A maintenance contract can cover a specific "class" of asset, a defined customer location, or individually specified items. Multiple contracts can be defined for each customer, if required, and contracts can be easily renewed and invoices created.

Secure Data Access

A number of security levels and options are available across Greentree that provide extensive control over access to information via user and team profiles. This ensures individual staff members are permitted to access, view and edit only the information relevant to their work focus.

"We heard of Greentree through 'word of mouth' from a colleague in the mining industry. Greentree appealed as a more modern and flexible system than the opposition. With Greentree, we are able to use the existing modules and tailor them to our processes."

Stephen Hills, Chief Financial Officer - Gallery Gold Limited

Related Modules





“Very, very integrated!”

Greentree is modular, with all business functions totally **integrated**. This provides you with a wide variety of modules and sub-modules that afford options rarely found in other packages. You purchase the pieces that you need, effectively matching the system to fit your business. Choose from: Financials, Job Costing, Supply Chain & Distribution, Manufacturing, Human Resources, Customer Relationship Management (CRM), Service & Asset Management, Business Intelligence, Retail, Workflow-Business Process Management and eBusiness.

Greentree is a **flexible** solution, readily adapting across a broad range of industries and business types. Businesses are provided with a **powerful**, extremely cost-effective system that has consistently proven itself capable of managing change and growing business potential.

With simple, smart thinking at your fingertips, Greentree provides the ultimate seamless business-building environment. Exploit its accuracy in business metrics, challenge its capability to deliver empowering information. Rely on the one highly **responsive** solution to efficiently streamline your internal processes resulting in increased manageability and productivity across all areas of your enterprise.

What’s the difference to any other software solution? Greentree is the most responsive business software product available, providing a source of competitive advantage to help you drive your business to the next level!

