

DIGEST Magazine

WWW.NIRIX.COM

JULY 2011

CustomerCare VERSION 2.0

A new and improved CustomerCare Program that better meets customer needs; the future is here.

Support



Computing Differently.

DESIGNED TO MEET CUSTOMER BUSINESS REQUIREMENTS.

A COMPLETE GUIDE TO THE REVISED CUSTOMERCARE PROGRAM, VERSION 2.0

As NIRIX expands and improves our products and services, we keep our customers in mind. The improved CustomerCare Program, Version 2.0, offers much improved support policies for more streamlined support service, and an expanded and clearly defined scope of support for each of the NIRIX Advanced Hosted Services, plus many other enhanced features.

To supplement our suite of Advanced Hosted Services, NIRIX offers the CustomerCare Program, a technical support program designed to assist customers with a broad range of day-to-day common technical issues that may occur in using NIRIX's Advanced Hosted Services. Affordable, professional, comprehensive technical support is provided over the phone, through the web, and remotely by a dedicated technical support team.

Because customer satisfaction is of the utmost importance, NIRIX conducts frequent Customer Satisfaction Surveys and takes customer feedback seriously. We review each survey response. The feedback that we have collected over the years indicated the need for change to the original CustomerCare Program, Version 1.0. Customers cited several issues with the original program including limited availability of technical support beyond regular business hours, time consuming processes, too much

paperwork required, unforeseen and unpredictable expenses, inflexibility in the support delivery, and a lack of transparency regarding the defined scope of support.

NEW CUSTOMERCARE VERSION 2.0 PROGRAM AND SURVEY RESULTS

After reviewing the customer feedback, NIRIX initiated months of planning and revising to produce the best possible support program upgrade that would solve the customer challenges indicated in the survey responses. Therefore, many of the support processes have been considerably streamlined and made more consistent to deliver a guaranteed quality of service. Now feel completely confident not only in your NIRIX Advanced Hosted Services, but also in the technical support offered for the services.

To deal with the challenges curbing from CustomerCare Version 1.0 and to ensure the delivery of the highest level of customer service and satisfaction, NIRIX has revised the CustomerCare program. The improved CustomerCare Program, Version 2.0, will dramatically improve the customer post-sales experience and efficiency, and will reduce unexpected support costs by solving the problems and

implementing suggestions included in the valuable feedback that our customers have provided.

SURVEY RESULT 1: LIMITED AVAILABILITY OF LIVE TECHNICAL SUPPORT

In Version 1.0, live response was only guaranteed between the hours of 8 AM and 5 PM, Monday through Friday. Customers could submit requests via our online ticket management system during “off” hours, but they were not guaranteed to be addressed until business hours. Therefore, should a customer have an incident during the non-guaranteed hours, they had to wait several hours for assistance in finding a solution.

To solve this problem, Version 2.0 of CustomerCare includes an optional upgrade to 24x7x365-live support for companies that require around-the-clock support. This is provided via CustomerCare Plus or CustomerCare VIP. Companies without CustomerCare Plus/VIP may purchase CustomerCare Pak Plus (24x7x365) at the time of the support call, on a per-incident basis, should it be required. Live response is always guaranteed. The ticket management system is also still available, and has been much improved.

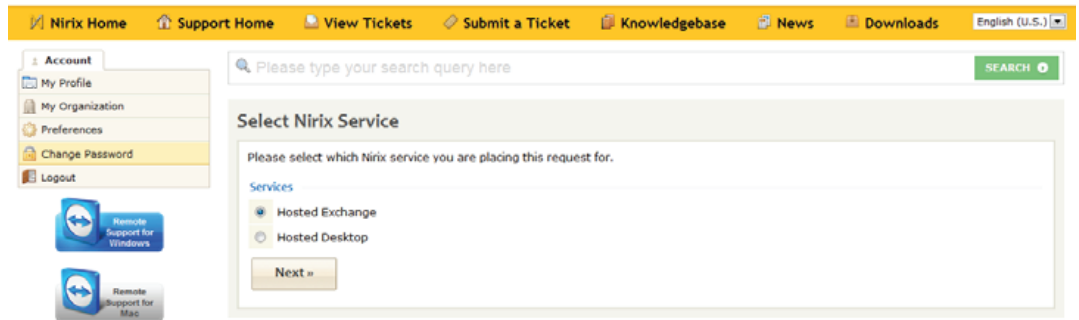


ILLUSTRATION 1 - ONLINE CHANGE REQUESTS PORTAL

SURVEY RESULT 2: TIME-CONSUMING

Many of the processes to request support proved time consuming. For example, Hosted Desktop customers were required to call the helpdesk to install applications outside of the Hosted Desktop platform. Hosted Desktop and Hosted Exchange changes required several steps before implementation. The ticket management system was also becoming dated. The general support processes were unclear, inconsistent, and varied from call to call.

Also, while Customer Satisfaction Surveys were always considered very important, they were conducted over the phone, and were therefore inopportune for busy customers. All of these processes were inefficient and unproductive.

With the new CustomerCare Program, Version 2.0, we have completely rede-

signed and updated our ticket management system. With the new ticket management system and a streamlined, smoother, and more consistent support program, customers can now enjoy faster access to support. The ticket management system has been updated and also includes new features including e-forms, and the ability to check the number of CustomerCare Paks you have left.

Customer Satisfaction Surveys are now sent via email after a support ticket is closed and may be completed at your leisure. This non-invasive survey method allows customers to give us feedback when it is convenient.

SURVEY RESULT 3: PAPERWORK

In Version 1.0, paperwork had to be printed off and completed, then faxed to NIRIX for each change request. This proved very inconvenient, especially for multiple change requests, as in the case of simultaneously deleting

Copyright © 2001-2011 Nirix Technology, Inc.

ILLUSTRATION 2 - EG. ONLINE CHANGE REQUEST FORM

a Hosted Exchange mailbox and replacing it with a new one, and for off-site and mobile IT employees.

With the new CustomerCare Program, and more specifically the new ticket management system, we have reduced your administrative overhead and completely eliminated paper waste with real-time online eforms for change requests. Simply fill out the online forms and submit electronically through the ticket management system for the appropriate change requests. This also allows faster change requests and responses. Please note that this feature is only accessible to administrative contacts. The online change requests include the follow-

ing for Hosted Exchange and Hosted Desktop:

- Request to Add a New Additional Hosted Exchange User Mailbox
- Request to Add a New Additional Hosted Exchange Resource Mailbox

- Request to Delete a Hosted Exchange Mailbox
- Request to Extend and Transfer Access and Permissions of an Existing Hosted Exchange Mailbox
- Request to Add and Activate a New BlackBerry Device Account
- Request to Remove and Deactivate or Delete a BlackBerry Device Account
- Request to Add a New Additional Hosted Desktop User Account
- Request to Delete a Hosted Desktop User Account
- Request to Disable and Extend Access of an Existing Hosted Desktop User Account
- Request to Provision Approved

Programs / Applications for a Hosted Desktop User

- Request to Remove Application Access for a Hosted Desktop User
- Request to Add and Activate a New BlackBerry Device Account
- Request to Remove and De-activate or Delete a BlackBerry Device Account
- Request for Third-Party Access to NIRIX Shared Hosting Environment

SURVEY RESULT 4: UNPREDICTABLE COST

Version 1.0 of CustomerCare featured a very limited scope of support for the Advanced Hosted Services so additional fees were often incurred for ad-hoc support. Some of the common ad-hoc charges included:

- Printer support not included – support was only available for a supported computer in combination with a supported printer.
- Installing third-party applications on a Hosted Desktop customer's local computer.
- Connecting to the Hosted Desktop network on a non-supported computer.
- Hosted Desktop customers were required to pay a third-party access fee each time that a third-party vendor needed to access the

network.

These charges were unexpected as customers often misunderstood their invoices, which resulted in confusion over NIRIX billing practices.

For Hosted Desktop customers, we are happy to announce a new optional service – the Vendor Support Account. Instead of charging a one-time fee per third-party access request, the Vendor Support Account service is offered at a fixed fee per vendor (per account) of \$100.00/month, regardless of how many requests are given per month.

To deliver better flexibility to our Hosted Desktop customers, where NIRIX has provided the desktop and notebooks, one Local Installer Account with local administrative permission is now provided as standard.

NIRIX wants all of our valued customers to experience the new benefits and improvements of the CustomerCare Program, Version 2.0. In line with our principle of delivering the best customer experience, we have transitioned all customers to the new CustomerCare Program with the new and improved scope of support, as of June 20, 2011.

These changes, along with an extended and more inclusive, defined scope of support and correlating CustomerCare for all Advanced Hosted Services, will substantially reduce ad-hoc fees; expect a **25%-50% cost reduction** in ad-hoc support fees!

SURVEY RESULT 5: INFLEXIBILITY OF SERVICE

The first version of CustomerCare included restrictions that often proved too strict. Version 1.0 stipulated that use of CustomerCare Paks was restricted. CustomerCare was not sold per incident, only in Paks. New Paks could only be purchased through the Account Manager and this was often a time-consuming process.

As mentioned above, Hosted Desktop customers were limited in installing third-party applications onto their NIRIX-provided local computers (outside of the network); not only was a charge applied to these installs, customers had to enlist the assistance of NIRIX helpdesk Technicians in installing the applications.

With Version 2.0, CustomerCare ValuePaks are no longer restricted – use from your pool, which expires at the end of your service contract, as necessary. If you run out of Customer-

Care ValuePaks or require increased support, you can now purchase additional CustomerCare Basic/Plus on a per-incident basis, or in 5, 10, or 25 ValuePaks, through our CustomerCare support team at the time of the call, or online. These additional CustomerCare ValuePaks expire one year from purchase.

The Local Installer Account, now provided standard to Hosted Desktop customers, allows administrators to install applications locally on the NIRIX-provided desktops or notebooks, without relying on the NIRIX CustomerCare support engineers.

SURVEY RESULT 6: UN-DEFINED SCOPE OF SUPPORT

In CustomerCare Version 1.0, the scope of support was not clearly defined for any of the Advanced Hosted Services. This led to confusion between the customer, the technical support team, and the Account Manager as to what was provided under the support program and what was classified as ad-hoc support.

With the release of Version 2.0, the scope of support has been clearly defined for each Advanced Hosted Service. The scope is also much more

visible; the most up-to-date scope of support documents can be accessed through the new ticket management system. Now understand exactly what is supported under CustomerCare for your NIRIX Advanced Hosted Services.

specific service, for your company. CustomerCare may also be purchased at the time of the call or online.

SUMMARY

CustomerCare Foundation	CustomerCare SMB	CustomerCare Basic	CustomerCare Plus	CustomerCare Pro	CustomerCare VIP
<ul style="list-style-type: none"> Included with every Advanced Hosted Service. 8 AM to 5 PM Monday through Friday. 	<ul style="list-style-type: none"> Available only with SMB Editions. Packaged and sold per-incident. 8 AM to 5 PM Monday through Friday. 95% live response — Guaranteed! Can be purchased at the time of call. 	<ul style="list-style-type: none"> Available as per-incident or in 5, 10, or 25 ValuePaks. 8 AM to 5 PM Monday through Friday. 95% live response, with 2-hour call-back SLA — Guaranteed! Can be purchased at the time of call or pre-purchased in ValuePak bundles. 	<ul style="list-style-type: none"> Available as per-incident or in 5, 10, or 25 ValuePaks. 24x7 Monday through Sunday. 95% live response, with 1-hour call-back SLA — Guaranteed! Priority over CustomerCare Basic. Can be purchased at the time of call or pre-purchased in ValuePak bundles. 	<ul style="list-style-type: none"> Unlimited support calls. 8 AM to 5 PM Monday through Friday. 95% live response, with 2-hour call-back SLA — Guaranteed! Included and pre-packaged with selected Advanced Hosted Services. 	<ul style="list-style-type: none"> Premium coverage around the clock 365 days a year! Unlimited support calls. 24x7 Monday through Sunday. 95% live response, with 1-hour call-back SLA — Guaranteed! Priority over CustomerCare Pro. Available only as an optional upgrade to CustomerCare Pro.

TABLE 1 - NEW CUSTOMERCARE LEVELS

NEW LEVELS OF CUSTOMERCARE

CustomerCare is now tied to your specific Advanced Hosted Services. Six new defined CustomerCare support levels allow you to choose the support level most fitting for your

NIRIX launched the improved CustomerCare Program, Version 2.0, on June 20, 2011 to better deliver customer experience and service excellence. The benefits of the new program will save our customers time, money, and frustration. The new ticket management system is simple

to use, and includes convenient on-line options. Our support processes have been defined and standardized. The scope of support has been clearly defined for each Advanced Hosted Service and is accessible to all customers. NIRIX customers can now enjoy the benefits of our services and the ease of accessing support through CustomerCare Version 2.0! Thank you your feedback. The NIRIX Team hopes you will enjoy the new CustomerCare Program!

FOR MORE INFORMATION

NIRIX Advanced Cloud Services

<http://www.nirix.com/>

Next Digest Magazine

Published:

Topic: To be announced

Contact

info@nirix.com

780-414-1556

NIRIX is in the business of delivering advanced hosted services to highly regulated industries.

Hosting services offers businesses, regardless of size, maximum flexibility and access to a suite of business-class hosted applications and services, all at a low and predictable monthly rate. The Digest Magazine is a quarterly release, written by NIRIX employees. All content © NIRIX Inc.



Computing Differently.

18203 - 114 Avenue
Edmonton, AB, T5S 2P6

Ph. 780-414-1556
Fx. 780-800-6951

www.nirix.com
sales@nirix.com