



# **‘Always On’ Customer Success Support Center**

**Cory Jines, Vice President, Professional Services & Customer Success Program**

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# Introductions



Cory Jines

- Vice President of E+P Professional Services & Customer Success in North America
- Lead the E+P professional services and Customer Success Support organizations
- 20+ years of experience in operations, engineering, services, and sales
- Extensive experience managing the implementation of a variety of WMS and Voice solutions
- Held leadership positions with Caterpillar (Neovia) Logistics, JDA Software and Honeywell Vocollect Solutions

# Agenda

- E+P Introduction
- Introduction to E+P Professional Services, Customer Success & Always On
- Always On Overview
  - What E+P Always On is
  - What Always On offers
  - How Always On works
- Q & A



# E+P Fast Facts



**>1,000**

Customers globally



**500+ people**

Dedicated E+P  
logistics team



**24-hour support**

'Always On' customer  
support center



**2<sup>nd</sup> largest**

WMS provider in Europe



**35%**

Increase in productivity  
with Lydia Voice



**>100 million**

Picks per day



**License friendly**

Perpetual, SaaS  
and hosted



**>15%**

Improved space utilization

# Always On Customer Support Center



**Dedicated  
team**



**Global  
footprint**



**24 x 7  
support**



**Call  
center**



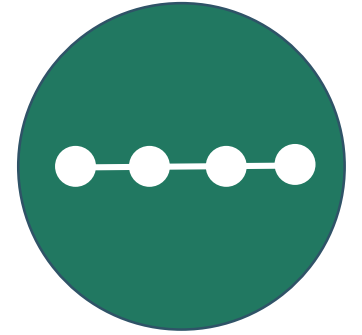
**Hotline ticket  
submission**



**Online ticket  
submission**



**Knowledge  
center**



**Four  
tiers**

# E+P Global Coverage



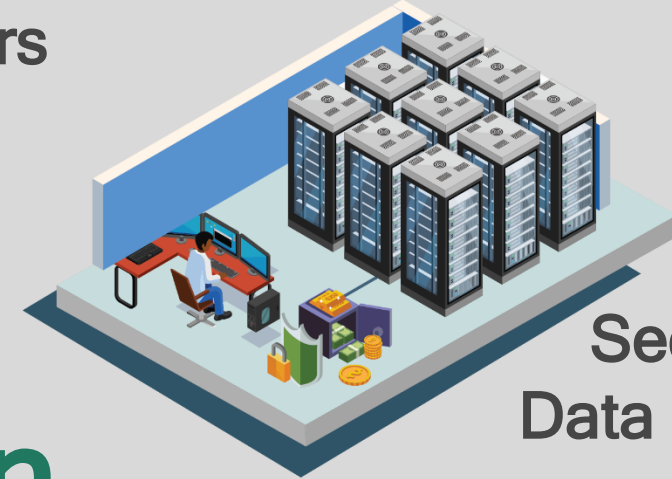
# E+P Professional Services & Customer Success



Call  
Center



Repairs



Secure  
Data Center

**Always On**  
Customer Success



Cloud  
Technology



Professional Services



Server  
Configuration

# Customer Support & Technical Service Tiers

*Site to Site VPN Required*

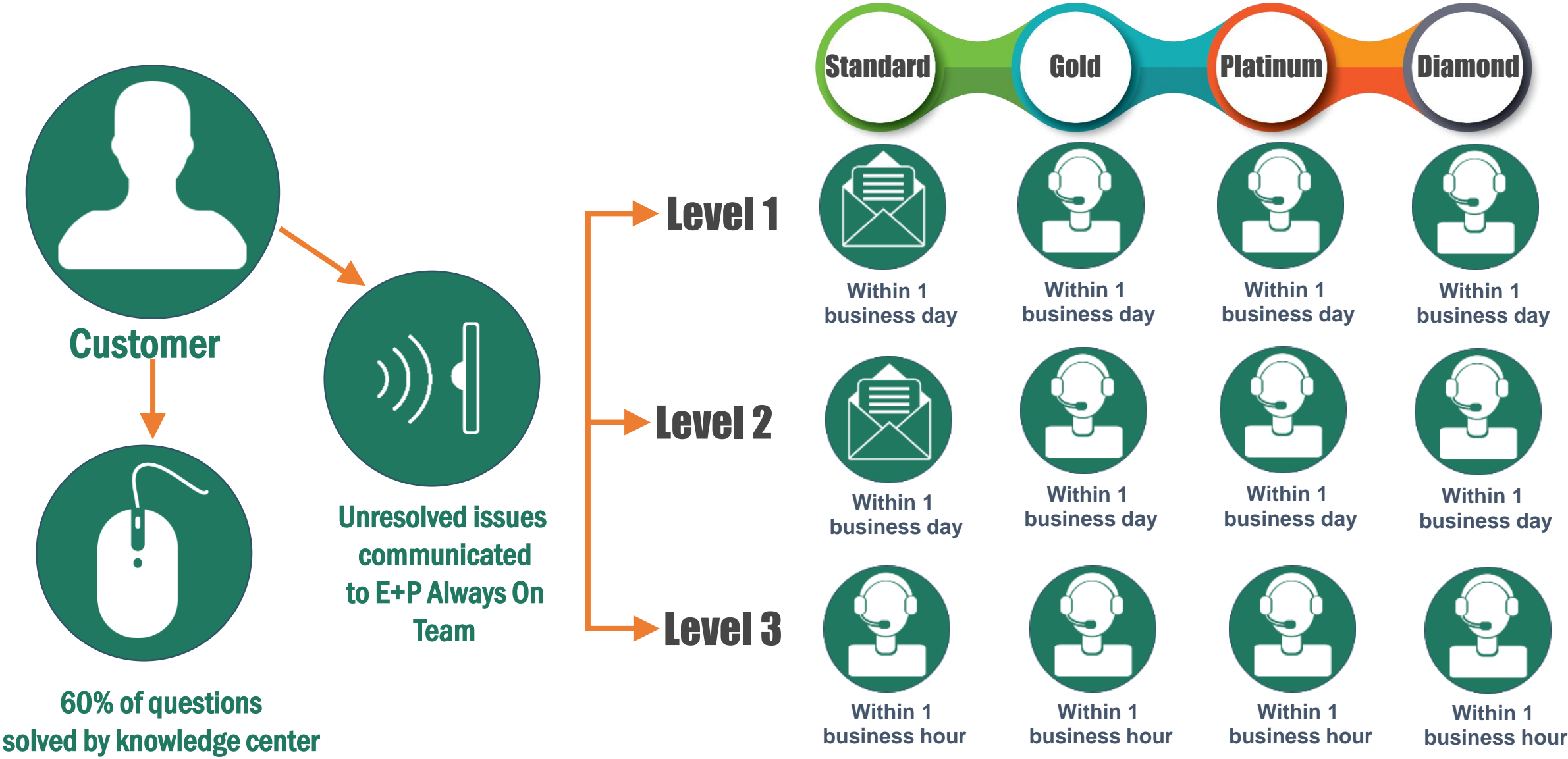
	Standard	Gold	Platinum	Diamond
Online & Hotline Ticket Submission – 24 x 7 x 365				
Online Ticket Submission – Mon-Fri 8am-6pm EST except US holidays				
Hotline Ticket Submission – Mon-Fri 8am-6pm EST except US holidays				
Level 1 Response Time – Operation impaired slightly				Within 1 business day
Level 2 Response Time – Operation impaired considerably				Within 1 business day
Level 3 Response Time – Operation impaired completely				Within 1 hour
Number of annual support tickets included	20	50	Unlimited	Unlimited
Number of authorized support contacts	3	5	10	20
All software releases remotely updated by E+P				
Access to E+P online knowledge base				

# Optional Services



*\*Optional services are priced individually. Pricing for onsite troubleshooting and consulting/support does not include travel and expenses, they are invoiced separately.*


# Always On Process Overview






Always On Service Desk

# Always On Service Desk



Welcome to the EPG Support




Popular


[LFS](#)  
[Lydia](#)

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[Browse all](#)

Recent

 [Hardware · Lydia](#)  
click here to create a ticket

 [Incident - Detailed · LFS](#)  
click here to create a ticket

# Always On Service Desk

EPG Support

## Lydia

Welcome! You can raise a Lydia request from the options provided.

You can find your [Request here](#)

What do you need help with?



General request

[click here to create a ticket](#)



Hardware

[click here to create a ticket](#)



Software


[click here to create a ticket](#)




RMA

[click here to create an RMA ticket request](#)



# Always On Service Desk



Raise this request on behalf of



 toni.bergermo@epg.com

Company

  x 



Please choose your Company

Components - Hardware

 Voxter x 



Please choose the Component affected

Models - Hardware

 Elite x 

Please choose the Hardware Version

Priority

 Level 2 Diamond x 


Please choose the Priority

Summary

Description (optional)

Do you have additional information for us?

Attachment (optional)

 Drag and drop files, paste screenshots, or  
[browse](#)

# Always On Service Desk

**Project settings**

Summary  
Details  
Request types  
Customer permissions  
Portal settings  
Email requests  
Customer notifications  
Satisfaction settings  
Knowledge base  
SLAs  
**Automation**  
Issue types  
Incident  
Workflows  
Screens  
Fields  
Versions

Automatic assign LFS issue to tier3

Create your own custom rule.

? Tips for customizing this rule

**WHEN**  
SLA time remaining  
Time to resolutio...

**IF**  
Any items

**THEN**  
Edit assignee

**Edit THEN**











Edit assignee

**Field**  
Assignee

**Value**  
CompetenceCenter  
Assign to me

Confirm Cancel

# Insight Customer setup



>>

QUEUES

My open tickets

0

SLA at risk

0

SLA breached

1

Due soon

0

All open

4

+ New queue

LYD-4

Test USA SLA

Edit

Comment

Assign

More

In Progress

Admin

Details

Type: Incident

Priority: Medium

Labels: None

Customer Request Type: Hardware

INS Firma: Herr's

INS Contract Type: Level 2 Diamond

INS Components-Hardware: Voxter

INS Hardware - Version: Elite

Status: OPEN (View Workflow)

Resolution: Unresolved

Description

Click to add description

Attachments

Drop files to attach, or [browse](#).

Related knowledge base articles

No related articles found.

[Return to queue](#)

SLAs

23h 57m Time to resolution within 24h

People

Assignee: Unassigned

[Assign to me](#)

Reporter: [toni.bergermo@epg.com](#)

Request participants: None

Organizations: None

Votes: [Vote for this issue](#)

Watchers: [Start watching this issue](#)

Service Desk request

Request type: Hardware

Customer status: Open

Channel: Portal

[View customer request](#)

Dates

Created: 22/Aug/17 5:59 PM

Smarter Connected Logistics™

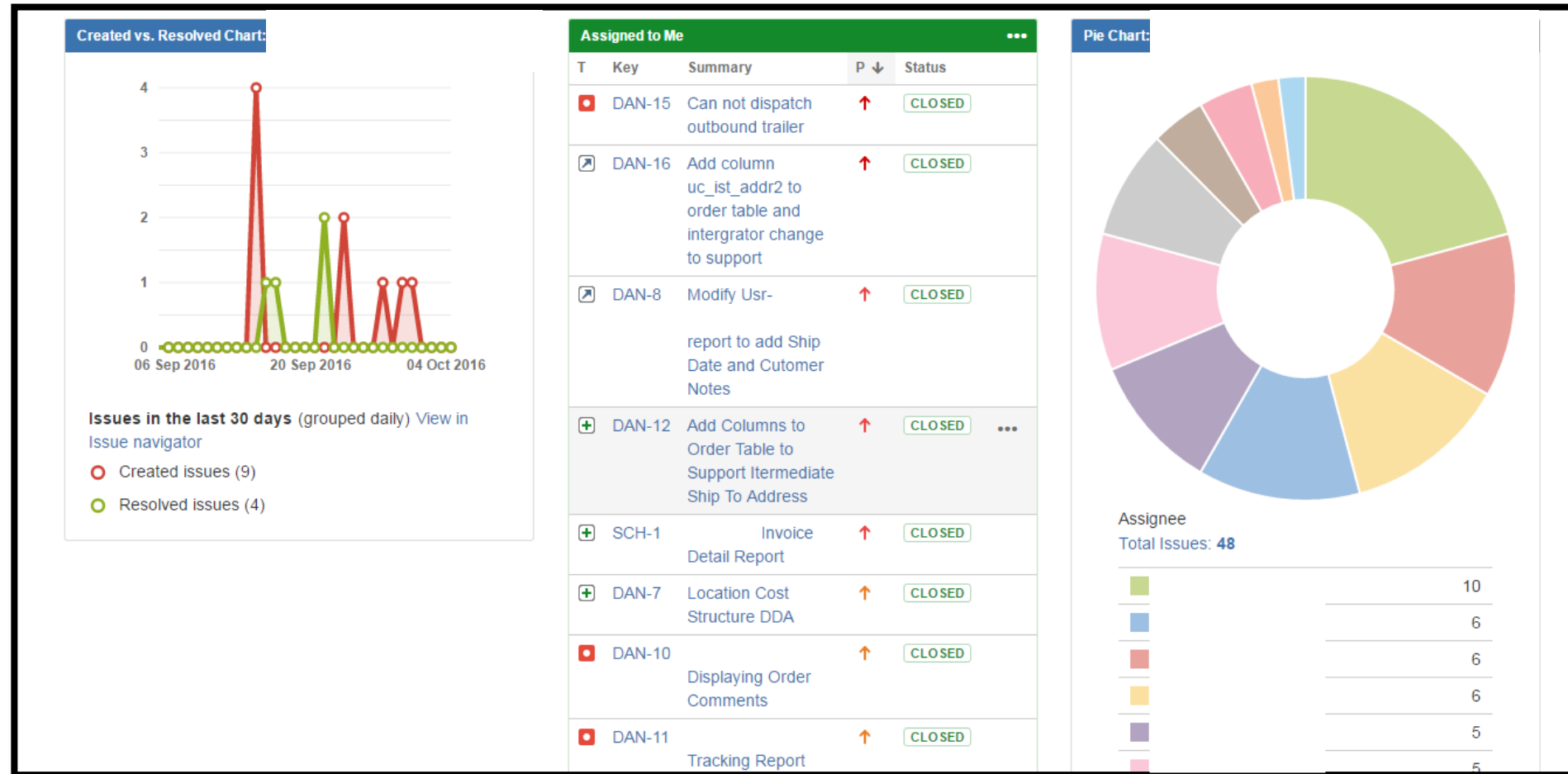
www.EPG.com

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# Reports



# Always On ticket tracking





Q & A



**Thank You!**

**Want to reach us? [info.us@epg.com](mailto:info.us@epg.com)**

**[www.epgroupna.com/always-on/](http://www.epgroupna.com/always-on/)**