



IN-LIFE SERVICES

Complete customer care for BAU or post-project implementations and migrations

Overview

Support to Win's in-life services allow you to meet your customers' ongoing UCaaS and CCaaS support needs and give them access to award-winning expertise without having to invest in your own help desk skills or infrastructure. Services are ready to deploy to end customers either on as a follow-on from onboarding, or as a complete BAU offering for your installed base.

We'll give you a specialist-staffed support contact centre and ticketing system that delivers excellent customer care as a seamless extension of your team.

Our approach is different in that we focus on adding value to the technology solutions you've sold, helping customers make the most from their investment and become autonomous with the knowledge we provide.

Scope

The scope of STW in-life services includes but is not limited to:

- Flexible, scalable, multichannel outsourced support capability based in the UK
- Comprehensive SLAs and KPIs aligned to your business objectives
- Instant, on-demand access to leading UCaaS/CCaaS expertise
- Seamless customer experience following-on from project implementation to post-care
- 'Personal' service approach, driven to understanding customer needs, facilitating knowledge transfer and escalating upsell opportunities
- First-line, second-line and triage service for faults and carrier management
- Auditable records and history of all enquiries including call recording where required

Benefits

Harnessing Support to Win in-life services brings the following benefits:

- Frees up time to spend on sales, consulting and other core business activities
- Safeguards your reputation with uncommonly high standards of customer experience

- Enables the quality processes and value of a mature support organisation without attracting headcount or other overheads
- Achieve service consistency at expert levels for every customer
- Target continuous improvements and fewer support enquiries by virtue of making customers more knowledgeable and autonomous
- Scale your business – no longer be a ‘victim’ of your own success
- Identify and convert more upsell opportunities