

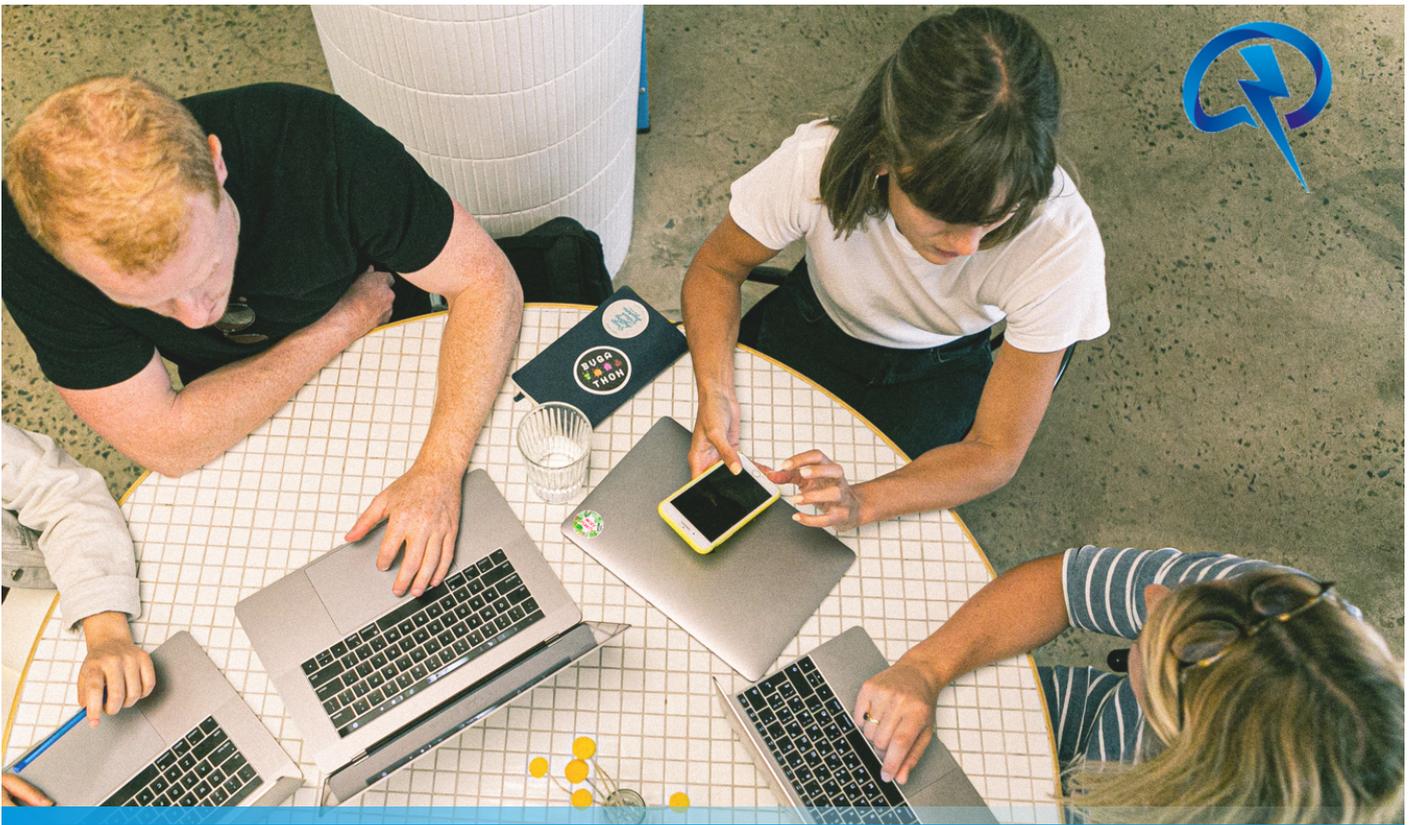


BrainStorm

Customer Success Team

Always here for you.





Welcome to BrainStorm

Customer Success Team

It is more than support.

A dedicated team that can jump on calls, go on-site, assist with implementations, and spend time on complex problems.

Our customer success team is committed to the success of your business, developing long-term strategies in line with your business goals and dreams, whilst delivering the best possible customer experience.

With deep technical knowledge in ERP's & end-to-end manufacturing, automotive aftermarket, and distribution technology solutions from configuring products to delivering them to your customers' door, we cover every piece of technology your company uses along the way.

Contents



Delivering on success

We work with you to improve your technology application functionality and knowledge, giving you more value from you investment whilst also supporting your software on a day to day basis.

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Help is one click or call away

Our best in class support portal offers you to log tickets & check in on the status at any time. Prefer to call it in, no problems you can call our support hotline during Australian business hours (AEST) 8am - 5pm Mon - Fri.

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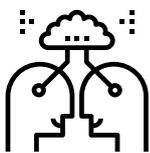


Priority levels and response times

Your guide to how we assign priority levels of response time to your tickets.

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BrainPartner Up

We have options for you so you can choose to engage with us based on your needs. We provide the solutions and level of support that give you control of your technology environment.

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Our customer success team

We spend a lot making sure our team has all the skills needed from your first point of call to our technical knowledge base, our consultants and our developers and ensures your service.

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Connect with us

We are continually adding to our knowledge base and with online training guides and a unique community, we maximise performance with you and keep you and your team current.

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Support at a glance

It is everything you need in a snapshot.

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Delivering on success

We have a team who do a whole lot more than just be on call when things are broken. We're committed to ensuring every engagement with our clients' is a positive one, with high-quality service, reliable delivery, and clear communication.

We value your time, that is why we have developed and continually redefine our processes to focus on efficiency and getting the right solution to you faster. Using customer metrics we are able to help uncover emerging trends and opportunities to enhance your products and improve your customer experience.

Providing leading levels of industry support is at the forefront of every day for our customer success team. We keep your applications up to date and fully optimised, enabling you confidence in having your business running smoothly and without interruption.

The future of your business is just as important, actually we like to think of ourselves as partners in your success. We derive great value from helping our customers achieve their best.

Joining our BrainPartner program gives you an even higher level of engagement with our account managers. Providing thought leadership and direction during business critical 'where to from here' discussions. As well as keeping you informed about functionality enhancements in upcoming version upgrades and reviewing any ongoing or unresolved issues.

We focus on giving you value, and exceeding your expectations.



Help is one click or call away

Every one of our customers has access to our self service support portal.

BrainSupport lets you:



Log and track issues anytime, from anywhere



Login to see real time status updates on all tickets



Chat directly with our support team



Automated monitoring



Register for training support with our specialised training consultants

How BrainSupport works for you:

1. Log your issues into the BrainSupport Portal
2. We start working on your issue
3. We will contact the person who logged the issue if we need more information
4. You can update the issue at anytime
5. We update you once we have resolution
6. You can close the ticket at anytime
7. You can contact us via phone between 9am - 5pm Mon - Fri.

Priority Levels & Response Times

Severities levels with a proposed response time SLA during business hours.

5 - Low

Effecting a single user or group of users periodically for a single site
5 Business day response

4 - Normal

Effecting a single user, stopping them from performing a job for a single site
2 Business day response

3 - High

Branch or department outage affecting secondary system for a single site
4 Hours response

2 - Urgent

Branch or department outage affecting core business-impacting selling and shipping for a single site.
2 Hours response

1 - Production Down

Company-wide outage affecting the entire user base
30 Minute response

Response time is defined as the time taken for a BSIT resource to make contact and commence an assessment of the issue.

BrainPartner UP

Providing even more support & services

Some clients require more customised or intensive support than others because of their size, the nature of their business, or their access to internal resources. BrainPartner Up provides more extensive coverage, extended hours and options for a range of enterprise management services.

BrainPartner UP

BrainPartner ensures that your critical business systems always meet your business needs.

BrainStorm IT makes committed resources available to BrainPartner customers to support ongoing business initiatives, assist with user queries, provide advice, deliver support and training, and deliver setup, configuration and issue management.

These activities are given priority ranking, and subject to predetermined KPIs for response times.

BrainPartner gives you access to:



Prioritised issue management and resolution



Personalised reporting & monitoring



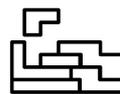
Dedicated Customer Success Manager



Dedicated training resources



Business day coverage with the option to extend hours with our Wizards team in India



Tailored solution services



Value add software

Our Customer Success Team

Our people, are knowledgeable, curious, visionaries, and have you at the centre of their world.



Customer Support

Our customer support coordinators are key to making the day-to-day running of our team as efficient and effective as possible.



Success Managers

Dedicated to ensuring that you and your business succeeds. They are the ones driving and ensuring you have your issues, projects, implementations and more delivered on time.



Consultants

With a wealth of experience, we consider our consultants to be the best in the business. They are there for all of your tricky questions and training needs.



Solution Architects

The way to success is to have the best possible map in place and a direction on how to achieve it. That is where our solution architects come in.



Developers

Our developers are clever and don't mind getting their hands into it. They will work with you side by side to deliver the best solution possible.



Operations Leader

A great team needs great direction & planning and organising. Our operations leader ensures that all jobs open are followed through with till close, ensuring all of your needs are met.

Connect with us

Training & Trusted Solution Advice

Training

Quality training is the foundation of a robust business, businesses gain trust from customers if they experience the same level of service each time they encounter within a business. The businesses achieve this brand consistency through comprehensive training.

BrainStorm IT offers scheduled webinar, ad-hoc (as-needs), one on one, and face to face training to cater for all aspects of your business and business needs.

Our consultants are highly skilled and knowledgeable within industry verticals; manufacturing, distribution, and automotive aftermarket within all of our solutions.

BrainStorm IT Solutions



CloudSuite Industrial
(Syteline) ERP



WaBI, a WMS by BSS



MeBI, a messaging service
for Syteline



MoBI, a mobile sales rep
management system



DeBI, a delivery system by
BSS



CoBI, the configurator by
BSS



TiBI, Time and task
management system by BSS

Support at a glance

Because you are important.



Log and track issues anytime, from anywhere



Automated monitoring



Login to see real time status updates on all tickets



Register for training support with our specialised training consultants



Chat directly with our support team



Call us at anytime between 8.30am - 5pm (excluding National holidays)

Severity levels & Response times

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30 Minute response

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2 Hours response

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Effecting a single user, stopping them from performing a job for a single site

2 Business day response

5. Low

Effecting a single user or group of users periodically for a single site

5 Business day response



Contact Us.

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