BrainStorm Support

Customer Success Team

Always here for you.

Welcome to BrainStorm Support

Customer Success Team

It is more than support.

A dedicated team that can jump on calls, go on-site, 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.

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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.

Help is one click or call away

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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.

Priority levels and response times

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

Our customer success team

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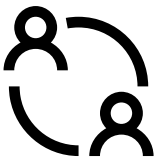
We spend a lot of time making sure our team has all the skills needed from your first point of call to our technical knowledge base, our consultants, and our developers.



Connect with us

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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.

Support at a glance

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It is everything you need in a snapshot.

Your insurance investment

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Our tiered levels of support offerings and what is included in each.

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 support gives you access to our Customer Success team, 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 support 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 8.30am - 5pm Mon - Fri.

Priority Levels & Response Times

Below is a list of ticket 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 production, 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 BSS resource to make contact and commence an assessment of the issue.

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.

Account 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.

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

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

BrainStorm Software Solutions

CloudSuite Industrial (Syteline) ERP

WaBI, a powerful yet easy to use WMS

MoBI, a mobile sales rep management system

CoBI, easy product configuration

MeBI, advanced email and sms messaging service

DeBI, route optimising and driver tracking system

TiBI, Time and task management system by BSS

Support at a glance

Because you are important.

A set amount of support tickets per month

Unused support tickets converted to consulting hours (only on platinum support) 1 ticket converts to 1 hour.

Outside business hours support calls
Discount from our at the time after-hours rate for; Weekends, National Public Holidays, Shutdown Periods

Dedicated Customer Success Manager Dedicated resource working with you actively on your account to ensure your team are gaining the maximum value from your enterprise software.

Database Backup Monitoring & Testing Daily monitoring of the backups and quarterly restore testing

Database Optimisation
Databases need regular maintenance to ensure they are performing well. BSS will setup and maintain processes to run your system optimised and performing well. Activities included in this process:

- Archive and purge of backup/staging tables
- Setup needed indexes and also identify and clean up large & unused indexes
- Slow/Long running query analysis and optimisation
- DB size/growth monitoring

Option to buy a bundle of 5 additional support tickets per month

Scheduled consulting & development
Discount from our standard at the time rate for scheduled consultation, development, enhancements, customisations, training during business hours

Monitoring
Proactive monitoring will allow us to address issues before they cause staff downtime.
Monitoring will run 24/7 with failures and/or outages being ticketed and reported via email. Example Probes:

- Enterprise software services are running
- SQL Database Monitoring Database Deadlock monitoring
- Query Performance monitoring
- Long running query monitors

Copied of Databases from Production to Pilot/Test environments
Up to four times a year BSS will update pilot environments with a fresh copy of the production database. Significantly reducing the chances of differences occurring between testing and production. This includes up to a maximum of 3 different production databases

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

Investment

Your insurance cover for your ERP & Custom BrainStorm App

What is included	Silver	Gold	Platinum
Tickets per month	5	10	15
Discount on additional services (consulting and development)	5%	7.5%	10%
Additional block of 5 Support Tickets	$1,100	$880	$660
Unused Support Tickets converted to consulting hours	-	-	Yes
Monitoring Probes	Yes	Yes	Yes
Outside business hours support calls discount	5%	7.5%	10%
Customer Success Manager hours per month	4	6	8
Database Backup Monitoring & Testing	No	Yes	Yes
Copies of Databases from Production to Pilot/Test environments	No	Yes	Yes
Per Month Cost Total ex GST **	**$2,200**	**$4,400**	**$8,800**

Contact Us.

BRAINSTORM SOFTWARE

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