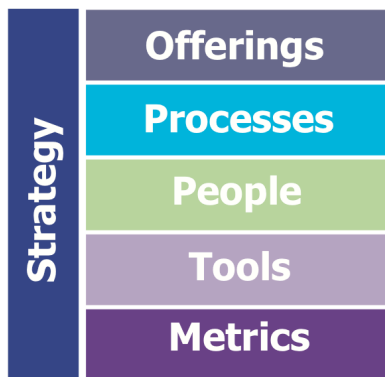


Smarter Support Health Check

Is your support team performing at peak efficiency? And, more important, is the team focused on the right goals that will serve customers, and the rest of the organization, best? You can find out with our health check. Use it if you want to:

- Benchmark against similar organizations.
- Diagnose customer satisfaction/loyalty issues.
- Move to a customer-oriented culture.
- Make effective decisions on support funding.


The Process



Armed with a comprehensive checklist, we use a combination of structured staff interviews and a systematic review of our existing process documents and metrics to explore the Five Layers of SupportSM, our field-tested methodology.

Based on the investigation, we create a comprehensive assessment for each of the five layers, showing strengths, weaknesses, and recommendations for improvements so you can deliver more effective support to your customers.

Support Processes B-

- + • Well-chosen Touch and Hold model
- KCS implemented
- • No formal escalation process
- Cumbersome case assignment
-  • Move to a self-pick model
- Formalize escalations for enterprise customers

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Recommendations				
#	Description	Effort	Benefits	Critical?
1	Schedule daily case review meetings	♦	\$	↔
2	Allow direct requests to level 2 for emergencies only	♦	\$	
3	Improve the amount and quality of staff in level 2	♦♦♦	⊙	↔
4	Log level 2 work in the case-tracking system	♦♦	\$	↔
5	Implement a backlog management process for case managers	♦	⊙	
6	Schedule a daily off-phone block for case managers	♦♦	\$	
7	Staff level 1 as generalists	♦♦	⊙	↔
8	Refine the feedback process for invalid bugs	♦	⊙	
9	Close non-critical cases once a bug or feature request is filed	♦	\$	

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We also create a prioritized list of recommendations to help guide your implementation strategy and investments. For each recommendation, we give you an estimate of the effort required and the likely benefits it will create. Health checks typically generate 20-30 recommendations.

The *Smarter Support Health Check* comes in two scopes, to match different organization sizes.

Small and mid-sized teams	Up to 15 staff interviews; for teams with < 100 agents	2 weeks	\$15,000
Large teams	Up to 25 staff interviews; for teams with > 100 agents	3 weeks	\$25,000

You can add options for a more in-depth assessment of your support portfolio or online support.

Support portfolio option	Analysis of pricing and promotion for the support packages	+ 2-5 days	+ \$5,000
Web support option	Secret shopper analysis of the website, including self-service and communities	+ 2-5 days	+ \$5,000

About FT Works

FT Works provides consulting, training and coaching services to the support organizations of technology companies.

- Because our only focus is support we fully master **industry best practices** for support teams of your size supporting products of similar complexity.
- We work on all aspects of support so we bring a **holistic view** to every project for optimal results.
- We have a knack to work with all the stakeholders inside and outside the support team so we can **build consensus for support projects**.
- We have plenty of experience so we can **deliver results quickly** and lower the risk for your initiatives.
- We have no allegiance to any particular group so we can provide your team with **unbiased recommendations**.
- As a boutique firm we rely on a **flexible, targeted approach** that maximizes your return on investment.

For more information or to purchase this package, please contact info@ftworks.com or 650 559 9826.