

Smarter Support Quick Start

Are you just starting out with support? We can help you:

- Decide when to create a formal support organization.
- Define support offerings that make sense for your customers & your size.
- Balance self-service and assisted support.
- Determine a realistic budget for support investments.

Process and Deliverables

Armed with a comprehensive checklist, we use a combination of structured interviews and best practices to explore how best to apply the Five Layers of SupportSM, our field-tested methodology, to your specific requirements.



Based on the investigation, we:

- Create a comprehensive **blueprint** to implement each of the five layers, carefully balancing the resource limitations with the growth plans.
- Recommend a **support portfolio** to meet the needs of the various customer segments.
- Suggest **processes** for self-service, knowledge management, case resolution, and escalations to other departments.
- Build a realistic **staffing model** and a budget.
- Recommend **tracking tools and metrics** appropriate to the state of the organization.
- Suggest a **timeframe** for implementation

You can choose to conduct the implementation independently by following the detailed blueprint – or we can provide hands-on assistance with recruiting, process documentation, and tool implementation.

About FT Works

FT Works helps technology companies set up and improve customer support and customer success.

- Because our only focus is support we master **industry best practices** for support organizations supporting similar customer segments and 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 startup.
- 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 about how we can help you get started, please contact info@ftworks.com or 650 559 9826.