



Enmore Services Managed Web Support

www.demosupport.enmoreservices.com

www.enmoreservices.com

[e-mail: info@enmoreservices.com](mailto:info@enmoreservices.com)

*Providing secure and selective access to an
on-line support and collaboration system*



Supporting business partners today is hard!

- ▶ **Customers'** pre- and post-sales support needs are extensive;
- ▶ Information provision to **Suppliers** must be dependable and timely;
- ▶ Working with **Development Associates** must allow 2-way exchange and team collaboration;
- ▶ **Customers, Suppliers** and **Development Associates** are often in multiple time zones, and in addition;
- ▶ **Internal** teams are often 'on-the-road' or teleworking!

Customers, Suppliers, Development Associates and Internal users must have access to the right information at the right time.



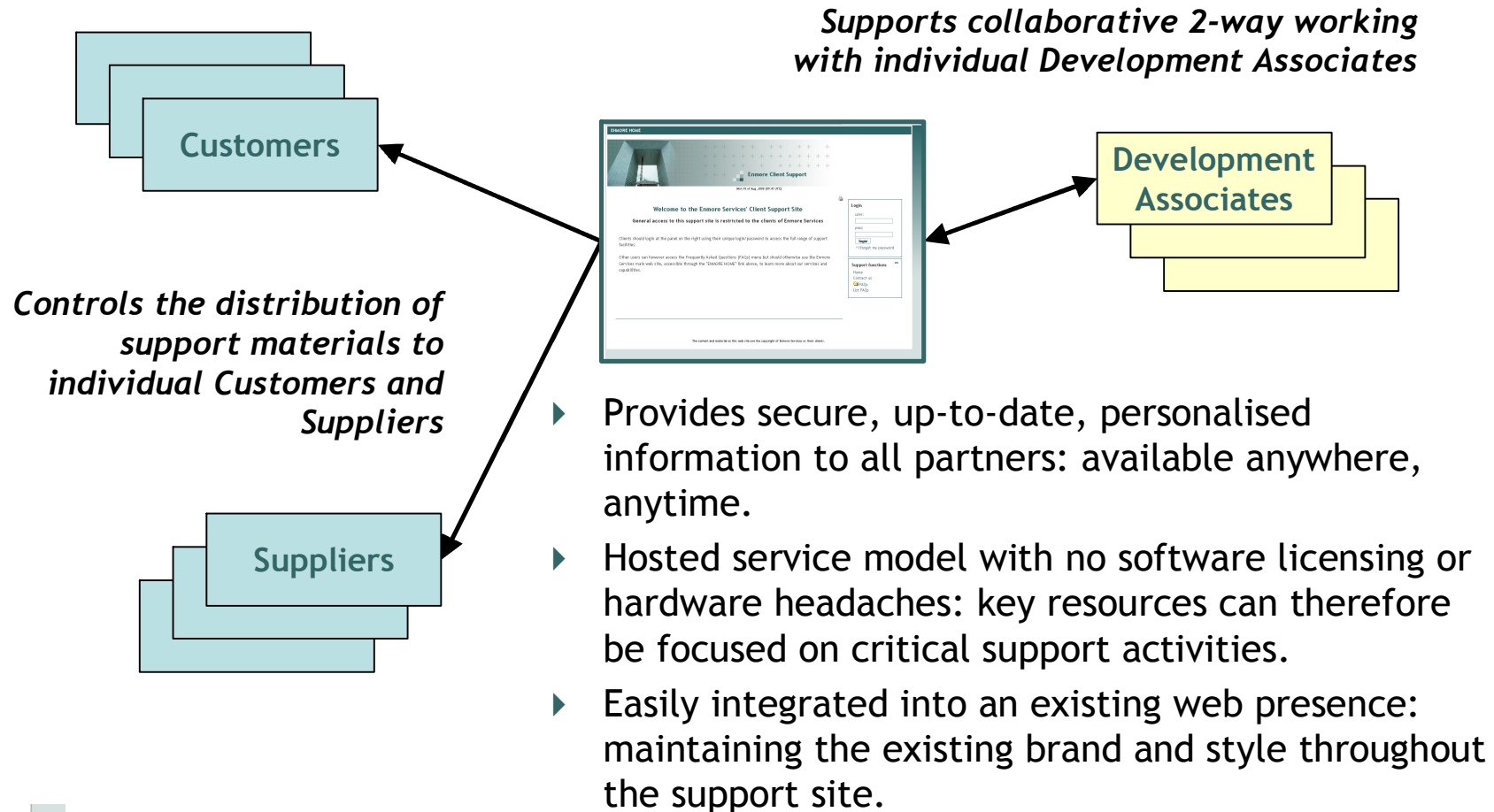
And it is getting harder

- ▶ More demanding customers, shorter product and service lifecycles, multiple collaborative projects;
- ▶ Tailored products and services requiring tailored support materials;
- ▶ Up-to-date information required instantly by everyone!

So timely, effective support to all business partners is becoming impossible!

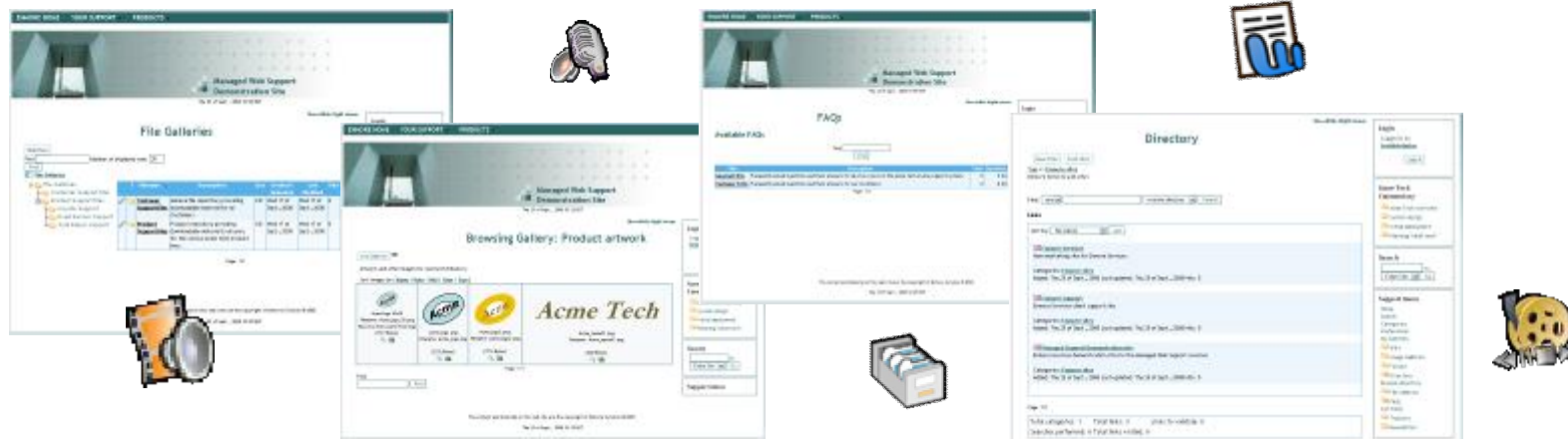
Enmore Managed Web Support

An affordable, flexible and scalable web service



Wide set of functions and supported content formats

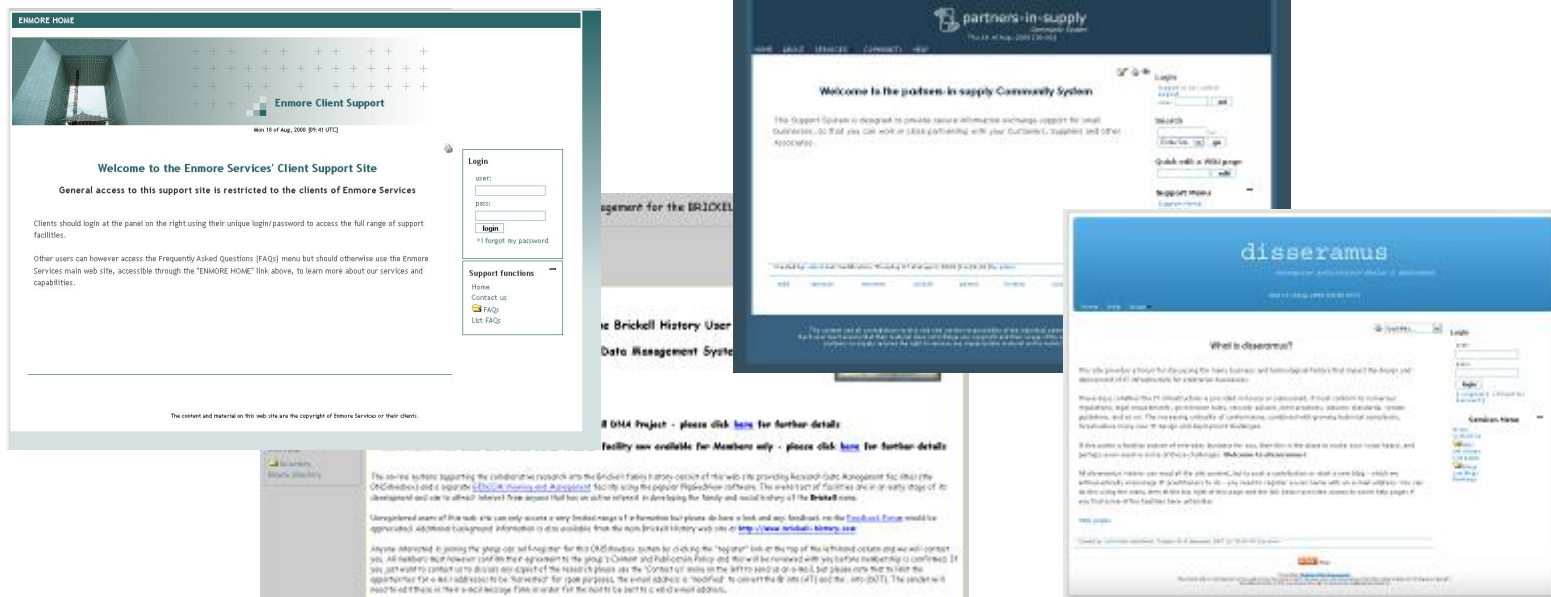
- ▶ A unified set of functions can be individually activated and accessed;
- ▶ Different content formats allow rich, multimedia content to be created and maintained by designated content managers.



Integrated set of functions and media types to meet a wide range of support needs

Customised web site look 'n' feel

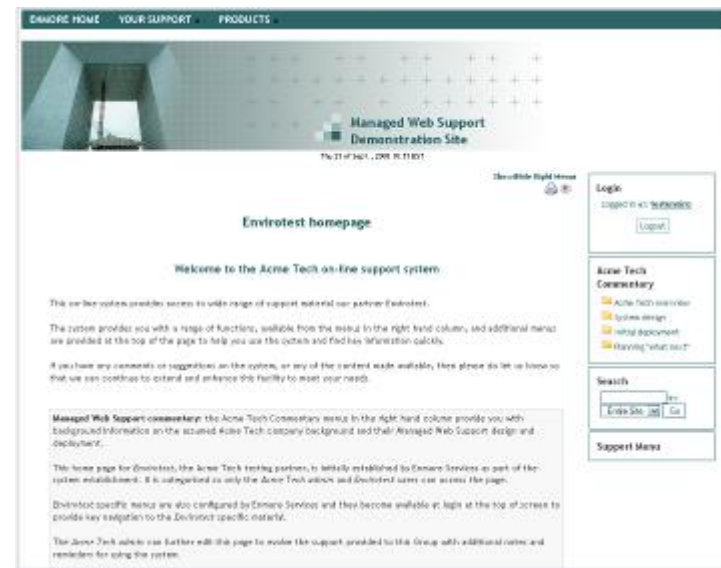
- ▶ The overall web site style can be individually customised;
- ▶ 'Reflect' an existing marketing web site design, allowing tight/seamless integration with other aspects of a web presence.



Customisable style to reflect an existing brand and theme

Customised views for each partner

- ▶ Style and ‘brand’ the material for individual customers and projects:
 - Customise ‘home’ pages for each Group;
 - Develop individual partner ‘templates’;
 - Use unique menus, only visible to selected Groups of Users.



A powerful common platform that can provide an apparently dedicated system to each individual Group



Easy step-by-step process to ‘get going’

- ▶ Structured method to define requirements and design a customised system;
- ▶ System infrastructure deployed and internal users trained;
- ▶ Initial scope of deployment agreed and content loading by internal team supervised;
- ▶ ‘Go live’ process project managed;
- ▶ Wrap-up review to capture lessons learned and plan next steps.



Fully managed hosted service proposition

- ▶ Structured and managed deployment, typically on a fixed price basis;
- ▶ System operation and management on an annual subscription basis;
- ▶ Additional training and enhanced support options on an ad hoc basis.



Why choose the Enmore solution?

- ▶ Provides selective, customisable access for each Group of Users;
- ▶ A flexible, affordable, hosted solution;
- ▶ Allows designated Users to create and manage the on-line content;
- ▶ Match the look 'n' feel of an existing brand/style;
- ▶ You can be up and running quickly!

What next?

- ▶ Take a look at the demonstration site to see a live installation:

www.demosupport.enmoreservices.com



- ▶ Arrange a short meeting to discuss your detailed requirements.



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