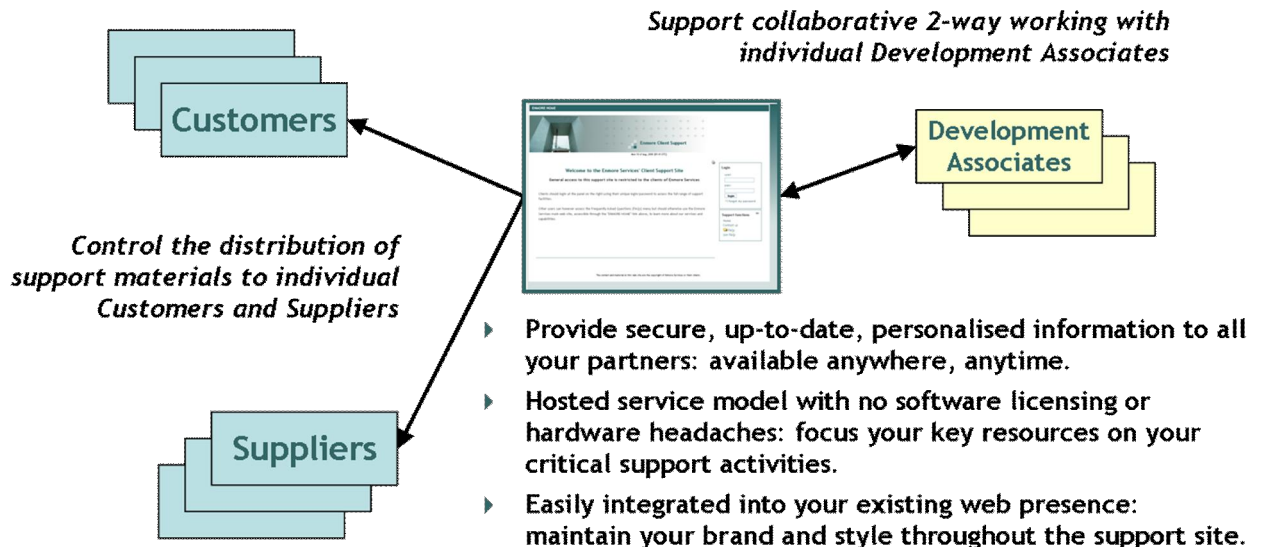


Managed Web Support

on-line support for all your business partners



On-line support challenges

Businesses with an extensive, fast changing set of products or services, have an ever growing challenge to keep their support documentation, training materials etc., up-to-date.

Increasing business demands, such as requests for individual pricing, contract terms and specifications, are also driving the production of additional unique documentation. Every business partner also wants easy and rapid access to their most up-to-date information - but traditional paper-based documentation and support methods are slow, expensive and can be error prone.

On-line support systems, accessible via the Internet, provide an excellent solution to these challenges but they generally require expensive software and hardware, specialist / skilled staff and many months to deploy, plus skilled staff to maintain and operate.

The Enmore Solution

Enmore Services now offers an affordable, flexible and scalable on-line support solution.

Enmore **Managed Web Support** provides you with a dedicated support web site, which can be linked to your existing marketing web site but needs no major changes to the existing site's design and operation.

The support web site is maintained with a comprehensive set of easy-to-use tools that allow your own staff to create and manage your on-line support material.

Key Features

- ▶ **Wide set of functions and content types:**
Allow you to underpin all your key support processes and provide your on-line support content in the most appropriate format and style.
- ▶ **Selective and secure access control:**
Ensures that individual users have access to their unique information and that only they can see it.
- ▶ **Customised web site look 'n' feel:**
Ensures your support environment has the same style and 'brand image' as the rest of your web presence, without any impact to your existing site(s).
- ▶ **Customised views for each Customer, Supplier or Development Associate:**
Make your individual customers, suppliers and development associates feel as if you have developed the system especially for them.
- ▶ **Easy step-by-step process to 'get going'**
A simple step-by-step managed process allows a customised environment to be rapidly designed and deployed to meet your needs.
- ▶ **Hosted service proposition:**
All aspects of the underlying service are deployed and managed for you – allowing your resources to focus upon the business aspects of supporting your customers, suppliers and development associates and managing their individual support content needs.

Content Types

An extensive and unified set of content types can be individually activated and accessed:



Information pages: allow you to rapidly create and maintain individual multimedia web pages;



File & Image Galleries provide downloadable repositories to support a wide range of on-line material;



Forums can be used to interact with users, and respond to their queries;



FAQs can be used to create and manage a hierarchy of standard questions and answers;



Directory can be used to compile hierarchical listings of useful links;



Trackers can be used to create forms for collecting data and making reports from that data, especially useful for tracking faults, field trials, development projects etc.

This range of content types and formats allows a rich, multimedia support environment to be created and maintained by your own staff.

Fully Managed Hosted Service

To deploy your new support site, a structured and managed process is used, typically on a fixed price basis, with a simple '**Get going**' method to:

- ▶ Design your content structures, overall operational support processes and to scope the initial deployment;
- ▶ Select options for integration with any existing web sites, and define customisation requirements to closely reflect your existing look 'n' feel;
- ▶ Determine any requirements for separate training, staging and production environments;
- ▶ Provide implementation project coordination plus hosted service deployment and 'go live' management.

System Operation and Management is then provided on an annual subscription basis, with:

- ▶ System hosting with a range of operational options;
- ▶ Core configuration and theme maintenance;
- ▶ System upgrades, database administration, file maintenance, and backup;
- ▶ Access to the Enmore on-line support system for your dedicated support.

Optional **Training and Enhanced Support** is also available on an ad hoc or retainer basis to allow:

- ▶ Content management framework evolution;
- ▶ Feature/function extension to meet evolving needs;
- ▶ Customised user support and training material development.

Why choose the Enmore solution?

You may have already decided that you need to deploy an on-line support system to reduce your operational costs and to improve your quality of service, but:

- ▶ If you need to provide secure access to support information that varies by individual user? **Managed Web Support** allows your user base to be segmented in a highly complex manner and the support content categorised for individual access, enabling you to deploy a highly customised and differentiated support environment.
- ▶ If you are looking for a support solution avoiding expensive software and hardware purchase, with associated expertise, maintenance and obsolescence issues? **Managed Web Support** offers a flexible, affordable solution on a hosted service basis. This avoids all software license, hardware purchase and ongoing maintenance and replacement costs. It also allows you to focus your key resources on the business of supporting your customers, suppliers and development associates, without being distracted by the mechanics of establishing and operating an on-line system.
- ▶ If you would like to create a consistent look 'n' feel across all your web sites but do not want to have any impact on your existing web presence? **Managed Web Support** allows your support site to be customised to closely reflect your existing web sites avoiding any major changes to the way your existing sites are designed and operated.

What next?

You can further review the range of functionality available at the **Managed Web Support Demonstration Site** where you can:

- ▶ Explore usage by individual Groups of Users;
- ▶ Review the demonstration example for relevance to your situation, and;
- ▶ Identify the individual functions and content types that could be used in your support environment.

We would also be pleased to arrange a more detailed presentation and short workshop to discuss your detailed requirements.



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