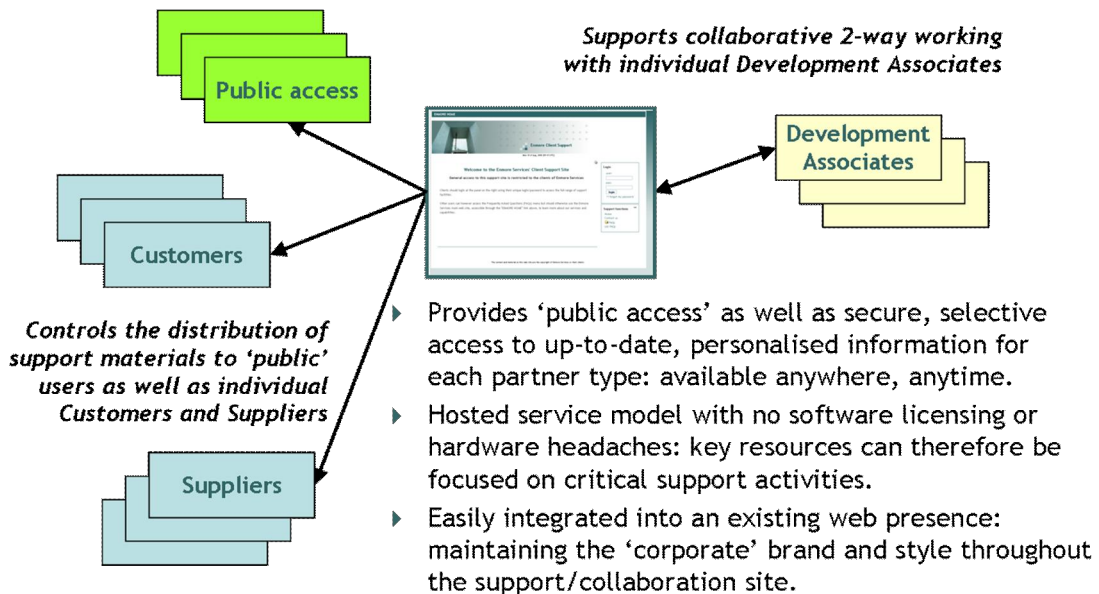


# Managed Web Support

*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

The Enmore *Managed Web Support* service offers an affordable, flexible and scalable on-line solution to this challenge.

A dedicated web based system is provided, which can be maintained with a comprehensive set of easy-to-use tools that allow your own staff to create and manage your on-line content.

Starting with a simple marketing web site the system can be expanded to support secure collaboration and to also help automate key business processes.

## 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.

## Key Facilities

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



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



**File Galleries** provide on-line repositories to support the download of a wide range of content;



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



**Newsletters** can be used to manage routine communications with different sets of partners using defined distribution lists;



**Calendars** can be used to maintain a series of detailed schedules;



**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.

These and other facilities allow a rich, multimedia support environment to be created and maintained by your own staff.

## Fully Managed Hosted Service

To deploy your new on-line system, 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.

## Enmore solution benefits

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:

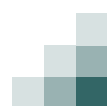
- ▶ If you need to provide secure access to support information that varies by individual user? **Managed Web Support** allows your user base to be segmented in a highly complex manner and the support content categorised for individual access, enabling you to deploy a highly customised and differentiated 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 either at the main Enmore web site or 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.



## Enmore Services

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<http://www.enmoreservices.com>

<http://www.demosupport.enmoreservices.com>