



S U P P O R T I N G CRM

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# CRM for a lifetime

Individual and flexible support packages  
for your CRM project  
safeguard your company over the long term.





Our entry-level package that allows you to entirely focus on your customer relationships. The perfect solution if you wish to make your CRM project future-proof.

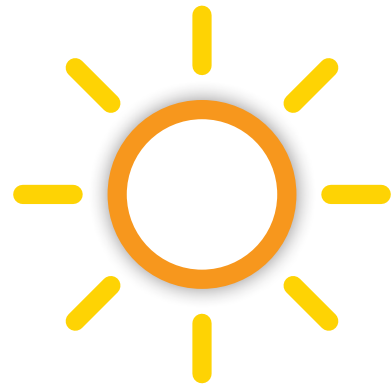


The *gorelate* package delivers exactly what it promises: a relationship with highly experienced support specialists who are concerned not only with the technology aspect, but also with CRM and – above all – you.

Even if you have a low call rate, it is important for you to be able to rely on someone being there when you require assistance. This is precisely how this package is conceived. Guaranteed accessibility and response time, immediate assistance when it's really important, containment, analysis and a precise description of errors and – if individual cases so demand – the formulation of possible workarounds, too. Of course, every activity is comprehensively logged in our intuitive ticketing system – enabling you to retain a good overview. What's secure remains secure!



The package for the more relaxed CRM project. The services included yield rapid solutions so that you can make the optimal package available to your colleagues.



With *goenjoy*, we have increased the number of calls included so that you can draw upon the expertise of our CRM professionals at your will. Quite simply, it's sometimes also important to put an issue to the expert so as to be absolutely sure before implementing complex or new functionalities or processes in a given system. Here, too, we will be happy to provide you with advice and practical assistance!

Because your CRM system also covers processes that are critical to the organisation, you don't want to rely on the manufacturer addressing errors in a hurry and making hotfixes available. If a critical process is impacted by a software error, we develop a workaround and quickly implement this within your system. This ensures that operations are optimally safeguarded at all times. Count on it!



The worry-free package for the ambitious CRM project. Perfect for projects that are continuously evolving – and if you wish to make a power tool available to users.



**D**o you have a very large user group, an especially high number of processes that are critical to the organisation, and/or is the system in use in multiple branch offices? If so, the number of enquiries should also be immaterial. And so *go relax*.

covers an unlimited number of calls!

Alongside error analysis and workaround, however, even prior to this, we see to it that problems do not suddenly arise in the first instance: We do this by regularly monitoring your system and rigorously testing new software releases with your individual CRM system ahead of time wherever required.

For more minor adaptations that are required on an ongoing basis in intensively used systems, adequate remote services are made available. These cover ongoing adaptations for masks, lists, catalogues, processes and the likes. The users promptly get what they require, and the system's acceptance remains high. Done this way, CRM is a lot of fun!

## Advantages

Personal advice from CRM-experts having years of **product experience** (German & English)

### **Friendly and solution-orientated**

Telephone support from Monday to Friday from 8.00 a.m. to 5.00 p.m.

**Fast and competent** e-mail support

**Intuitive ticketing system** that incorporates tracking and evaluations

**Uncomplicated, immediate assistance** incl. tips and tricks from product professionals

## Support no matter what

We designed an uncomplicated support programme for our customers that is individually tailored to their needs. You can select the package that's right for you. Naturally, switching flexibly from one package to another is no problem whatsoever.

#loveCRM

# The ideal package for everyone



gorelate



goenjoy



gorelax

Number of calls / for admins & key users per month (tips & tricks – immediate assistance guaranteed)	5	10	unlimited
Guaranteed response times	✓	✓	✓
Availability	✓	✓	Guaranteed minimum availability
Error analysis/description	✓	✓	✓
Workaround formulation and specification	✓	✓	✓
Implementation of workarounds		✓	✓
Ticketing system & tracking	✓	✓	✓
Ticket evaluations & analyses	six-monthly	six-monthly	quarterly
Monitoring of the CRM application			✓
Test of new CRM releases with the version of the customer			✓
Days of remote service per month			2

The support packages do not replace the Software Maintenance Agreement, but constitute a meaningful supplement for your users and administrators.

## Personal and hands-on

Our support specialists always have a sympathetic ear for whatever concerns you.



Hubert Gasser



Jochen Peter Schäfer

...and the entire gorelate team

## Let's talk!

Should you have any questions about our support packages contact:



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