xassets

Asset Management Software
Flexible, Affordable, Fast...

xAssets Red Carpet Support - Putting Customers First

Introduction

IT Asset Management and Fixed Asset Management implementations can only achieve substantial return on investment that these software tools promise can only be achieved if the vendor provides excellent customer support from the very beginning to the project. xAssets provides proactive "Red Carpet" support to all its customers in every phase of implementation, deployment and ongoing use. It is xAssets' goal to ensure that all of our customers' requirements are met and that their expectations are exceeded.

We give customers the best service possible and this extends to providing customers with direct access to xAssets Certified Product Specialists. These professionals not only answer support questions but also advise clients on strategic ITAM issues and configuration options. Support Incident Resolution will often include connecting to a customer's server via web based screen sharing services to exchange ideas, solve problems and advise on the best strategy.

Implementation Projects

xAssets offers the shortest route to an implemented enterprise level asset management solution available. Our configuration specialists and system implementation partners work with our enterprise customers to meet their needs in very short timeframes. The key to this unique offering is the configuration capabilities of the xAssets solution set. Most configuration is done within the user interface and specific requirements for even large enterprises can often be met within two weeks of implementation.

Often, medium sized businesses (200 to 2000 employees) can use our "out of the box" products with minimal configuration and only a few hours of training. After our product specialists personally walk them through the initial implementations steps, the system administrators often easily assume the role of product configuration specialist to adjust the system to meet their specific needs. In more complex mid sized businesses configurations, full implementation and reporting requirements are typically met with 2 to 7 days of xAssets consulting services.

Regardless of the size of the implementation project, and regardless of whether the implementation is a "local installation" or a "saas service", xAssets will proactively provide "red carpet" support to all customers.

xAssets product specialists are also able to expedite locally installed implementations by performing the configuration work in a hosted environment, and then moving the final database to the customers servers when configuration is complete. Even when all the implementation work is completed, the xAssets product specialists remain available to resolve any small issue or questions that may arise.

Integration

xAssets solutions include powerful middleware enabling connection into any other application, file or database. Simple integrations can be assembled and tested in a few hours. Complex integrations which include data cleansing, data recognition, multiple data sources and specialised business rules can be usually developed with just a few days of xAssets consulting.

All xAssets implementations include one of the most powerful integration toolsets available. Data can easily be passed from one data source to another. Data Sources include:

- OLEDB and ODBC Databases
- CSV, Tab Separated, Fixed Width and XML Files
- Sql Server Tables
- Active Directory, SCCM / SMS and other Applications
- Web Services and Files Published on Web Sites
- xAssets Data Tables and Sql Statements
- Queries
- Scripts which Generate Data
- Programs written by the customers developers

Data Destination include:

- OLEDB and ODBC Databases
- CSV, Tab Separated, Fixed Width and XML Files
- Sql Server Tables
- Active Directory, SCCM / SMS and other Applications
- Web Services and Files Published on Web Sites
- xAssets Data Tables
- Reports
- Emails and Mail Merges

New Support Policies for 2011

Our new support policies for 2011 consolidate the principles which we have applied to customer support over the past few years. Our end goal remains that the customer achieves maximum possible ROI through immediate support and expert consultative advice from our qualified specialists:

- Longer coverage of support hours
- Immediate resolution where resources allow
- 30 minute resolution of 90% of incidents, otherwise 5 days
- Product fixes turned around within 30 days
- Proactive contact at least once every 3 months
- All customers get direct access to two assigned specialists

These policies, and especially the assignment of a dedicated specialist to each customer, will ensure that customers get the fastest possible resolution alongside receiving consultative advice from a product specialist who is familiar with the customer's configuration and the business goals of each implementation.

Incident Resolution

Our goal is always to resolve support incidents within 30 minutes of receiving the first call or email. We do not direct customers to online ticketing because we prefer to give direct and immediate access to product specialists and technical consultants.

With xAssets the customers first contact with the company isn't an automated call director. Instead our highly trained product specialists answer the phone and speak directly with the customer. When feasible we will log into the customer's network and work directly with the individual to resolve the problem, answer the question or provide some instruction on how to meet a specific requirement.

Where commercially viable we work to go beyond the stated contractual requirements to ensure that every customer receives the best service possible.

Summary

xAssets offers its customers world class personal service from the initial implementation consultation to well after the system is up and running. We pride ourselves in providing red carpet service to each and every customer. Personal service is not an add-on for xAssets. It is built into the very fabric of the company's operations.