

OneIT Client Evening

Feb 2014

Introduction

- Welcome
- First client evening
- Chance to meet & socialise
- How can we help you better



Issue System

Improving our responsiveness

- Growth of company
- Emails & phone calls direct to Level 3 Support
- Secure portal client issue logging
- Faster responses & lower support costs
- Keep updated on progress, comments, status
- Direct link from system
- During projects and after
- Demo
- Rollout to you: #users and areas
- 24x7 number for emergencies



Maintenance Plans

Improving our responsiveness

- Good takeup, lots of stories
 - ◆ 1300 Number
 - ◆ 24x7 11pm calls, weekend
 - ◆ Warranty & free upgrades saved 1000s
 - ◆ Priority support
- Deliver as much value as we can after



Hosting

Making you more secure

- Security
- Performance
- Scalability
- Improvements
 - ◆ Keeping your data secure
 - * Added backups to a secure 3rd location
 - * Rolling over nightly
 - ◆ All small plans have been upgraded to 3 hourly backups
 - ◆ Going to upgrade all medium plans to every 90 mins
 - ◆ Optionally every 15 mins rolling for 6 hours.



Referrals

Helping people you know

- Our best source of business
 - ◆ People we like
 - ◆ Always go extra “extra” mile
 - ◆ Win – Win – Win
- Protecting You
 - ◆ Privacy
 - ◆ Promise of excellence
- Thank You
 - ◆ Team building, charity, individual
- Who do we love working with?



Our Clients

People we love to work with

- Diverse: Construction, business services, environmental, retail, finance
- Managing: lots of information, detailed steps, complex rules
- Running spreadsheet, paper, copying and pasting, Access databases
- Crying and running around
- “Job” Management
- Project Management
- Timesheets and rostering



Communications

Keeping you up to date

- Newsletters
 - ◆ Monthly
 - ◆ Projects
 - ◆ Community service → Thanks for support
 - ◆ Suggestions welcome



Wrapping Up

- Thanks
- Mingle & chat
- Everyone has at least one someone they should meet
- Meet the management team
- First of many

