

Service Management

As part of its customized support, Retarus Service Management offers the option of having one service supervised in more depth and taking advantage of additional services. Using this option, the support offered by Retarus will help steadily improve the efficiency, quality, and profitability of processes.

Compared to our Standard Support, Retarus Service Management offers significantly enhanced support. Depending on the selected package, this means that individual reports will be provided via email and discussed in periodic Service Review Meetings. Furthermore, there will be a contact person available to answer any questions that may arise: e.g. concerning service tickets or feature requests.

The dedicated Service Manager as your 'Single Point of Contact' will ensure customized support quality and will maintain the internal and external interfaces, among other things. Each Service Manager is only responsible for a limited number of customers.

Over the entire contract period, the Service Management supports customers in making the most out of the booked Retarus services for their business processes.

Package Overview

TRANSACTIONAL EMAIL FAX / SMS / WEBEXPRESS / EDI SECURE EMAIL PLATFORM	INTELLIGENT DOCUMENT PROCESSING
ESSENTIAL PACKAGE · Service Reporting and Online Meetings	ESSENTIAL PACKAGE · Service Reporting and Online Meetings
ADVANCED PACKAGE · Personal Contact Person · Escalation Management · Coordination of Requests · Ticket / SLA Monitoring · Service Monitoring and Optimization	ADVANCED PACKAGE · Personal Contact Person · Escalation Management · Coordination of Requests · Ticket / SLA Monitoring · Service Monitoring and Optimization
PREMIUM PACKAGE · Optimization of Business Processes · Weekly Ticket Report · On-site Review Meeting with Customer	

Transactional Email – Fax – SMS – WebExpress – EDI – Secure Email Platform

ESSENTIAL Package in Detail

Service Reporting and Online Meetings

Monthly Service Review meeting on the phone, dealing with the following topics: service tickets, KPIs and service utilization, including coordination of activities as well as documentation. Written summary of the reporting period in the Service Management Report.

ADVANCED Package in Detail

All services included in ESSENTIAL, plus:

Personal Contact Person

A dedicated Retarus Service Manager will be available to answer any questions that may arise: from service tickets to processes and service expansion.

Escalation Management

Active support, coordination, and communication in case of escalation.

Coordination of Requests

Communication and coordination between all people involved on the customer's side and at Retarus in order to ensure seamless and fast processing.

Support in implementing agreed-upon changes as well as proactive management of pending maintenance tasks.

Ticket / SLA Monitoring

Monitoring and tracking of open tickets for the customer. Supervision of and ensuring Service Level Agreement, respectively.

Service Monitoring and Optimization

Ongoing supervision of booked services. Review of customer's requests and incidents in order to prevent repetitions and minimize impact. Suggestions for improving the services concerned.

PREMIUM Package in Detail

All services included in ADVANCED, plus:

Optimization of Business Processes

Consulting to achieve optimal connectivity and usage of Retarus services, technical optimization, and possible improvement of processes on the customer's side.

Weekly Ticket Report

Weekly report with overview over any open tickets, including processing status via email.

On-site Review Meeting with Customer

One on-site Service Review Meeting with the customer per quarter, including detailed analysis of the current status of services, taking stock of open topics, and defining new requirements if needed.

Intelligent Document Processing

ESSENTIAL Package in Detail

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