

Qmatic Client Success

From idea to implementation



A world-class client success program

At Qmatic, we offer our clients a single source for purchase, deployment and support.

This means less complexity and risk, faster implementation and upgrades, and a lower total cost of ownership. Right from the start.

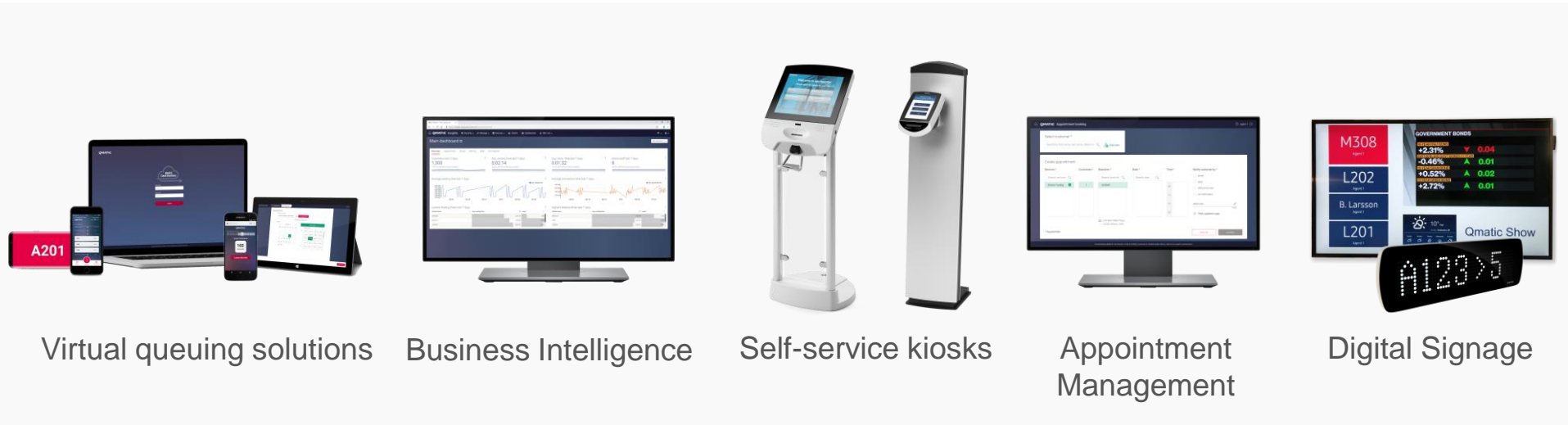
Our client success program is designed to get your system up and running in no time. Making it possible to create a better customer experience and ensure a streamlined customer journey.

Learn more about how quickly and safely you can implement our Customer Journey Management Solution.



QMATIC

| Our solutions



Whether you want to **decrease customer wait times**, **manage crowds**, or **improve service efficiency** and **customer flow**, Qmatic can provide you with a comprehensive industry-leading solution based on your business needs. We offer a wide array of products and solutions that support you and your customers throughout every step of the journey.

Our implementation process

Kickoff meeting:

Identify business needs, vision and goals



1

Implementation:

Configuration and testing



3

Go live and evaluation:

Time to launch



5

2



Workshop:

Ensuring quality, cost savings and efficiency

4



Training:

Develop the right skill sets and get access to continuous learning through our eLearning platform

6



Global support:

Access to instant support

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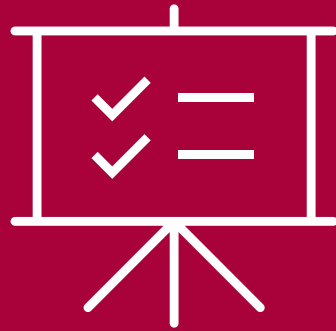


| Kickoff Meeting

Identify your business needs

Research and experience has shown us that the required functions of a Customer Journey Management solution varies among organizations and industries. Therefore, you'll need a perfectly tailored solution for your specific business needs.

That is why we thoroughly identify those needs as the first step in our cooperation. Our skilled developers and experts will provide you with a future-proofed Customer Journey System for your business needs.



| Workshop

Ensuring quality, cost savings and effective timings

Once we have identified your specific requirements and needs, we'll have a solution workshop. It's a proven concept that ensures high quality, cost savings and effective timings.

The purpose of this workshop is to agree on the objectives, expectations and plan all the needed steps in detail. Together we design a functional design document which will form the foundation of the entire implementation process.

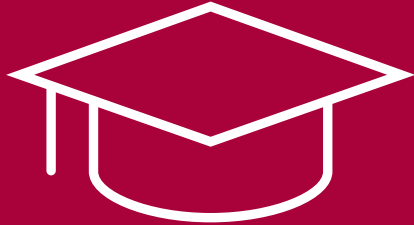


I Implementation

Configuration and testing

Based on the functional design document, our skilled developers and experts will configure the software and install the hardware on your premise.

When the system is installed, it's time for you to verify that the solution meets your objectives and expectations.



| Training

Develop the right skill sets

The training will be designed based on your specific needs and can be offered in local languages and be provided both onsite and online.

Our global implementation team will train your employees and make sure that they will develop the skill sets for maximizing the value of the system.

And with access to continuous learning through our eLearning platform*, you're always on top of new releases and new functionalities.

Empowering your teams in building their skills and capabilities with Qmatic.

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*Coming Spring 2021



| Go live and evaluation

Time to launch

You decide when you want to go live.

During the first two weeks after the launch, we continue to have a close dialogue with you to ensure that the solution meets your objectives and expectations.



| Global Support

No time for disruptions

After a successful implementation, you'll get access to our Global Support.

Our dedicated and experienced support team offers instant support in most time zones and with local representatives in all countries where Qmatic has an office.

Qmatic Support is more than just technical support, it includes an entire team of resourceful developers, and proactive technicians, all dedicated to optimizing and streamlining your customer journey management system.

Every organization has different needs and different budgets. With Qmatic Care we can accommodate your unique requirements. From specialist support, technical updates, security updates, system performance enhancements, to our Care Premium plan, we've got you covered.

Thank you!

Are you ready to optimize your operations, enhance the customer experience and create a seamless customer journey?

Click on the button below to reach out to your local sales representative.

Contact us