

SERVICES



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Through its Services Area, Linx Systems helps its customers with the development of their business strategies, applying the best technology offered by the Linx Group.

By using its experienced body of consultants, formed by professionals with many years of activities as business managers, its fully qualified analysts and managers to implement, support, and potentialize application of the Linx system, a relationship is built of long-lasting partnership with customers from various business fields.

Within a continuous improvement model, Linx's Services Area helps the customer continuously expand his businesses, by apportioning knowledge and instruments providing higher operational control, company activity optimization, and increase in organizational knowledge, through information for management, favoring governance.

SUPPORT

A company's operation routine brings along changes making processes have to be adapted and people change their attributions. In this scenario, difficulties may appear as for the use of the system in operation, and a quality support turns out to make a difference at business success.

Linx Systems puts technology at its customers' service in order to provide support within the Best international practices:

- Phone service Center with smart call directioning and productivity management;
- Call opening and follow-up system via extranet - web for customers*;
- Qualified teams in specialized functional fronts, ensuring suited interlocution with the customer;
- Service electronic intelligence ensuring proper prioritization for each theme on support;
- Integration of all areas of the Linx Group, through an internal workflow system based upon the Linx Workflow product, which allows mobilization of every single person and area necessary to comply with customer service, recording every service step, which can be checked by the customer through the web;
- Online satisfaction research at every call closing, allowing Linx System to develop fast improvements in its services, promptly responding to the market's needs;
- Linx system configuration administration in the customer's environment, and of all the necessary data for fast support, through the Linx CRM system;

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- Service in several modalities according to the needs: messages on the Internet – web, remote connection to computers to check problems and corrections at a distance, witnessing support – everything ensuring the necessary safety principles;
 - Call answering and resolution statistical control allowing behavior analysis as of demand and customized service effectiveness per customer;
 - Quality management of the customer relationship development support and setting up Linx system user continued support and development improvement programs.
- * Service made available through evaluation by Linx Systems, when there is an informatics team available at the customer's.

Linx Systems counts on a qualified managerial group as on supporting administration techniques known worldwide as the ITIL (Information Technology Infrastructure Library).

The Service and Support Center can be contacted through the restricted area of Linx's web page or by phone.

QUALITY ASSURANCE

The decision to choose a product for company informatization is a long-term commitment, and as important as product adherence to business is ensuring product robustness and quality of its implementation in the use environment.

Linx Systems offers a set of services aiming to ensure such principles:

- Quality checking and validation, in the light of organizational process simulation;
- Project-in-progress product (delivery) checking and validation by a team of system architects highly specialized in Linx system's vertical functional;
- Systematic support-perceived quality assessment and its productivity;
- Customer-pondered training quality assessment;
- Formalization of performed-in-project delivery acceptance;
- Project follow-up scheduled meetings and meetings under demand between customers and Linx's service managers.

The project-delivery-linked quality assurance services are organized by Linx Systems' Project Managers.

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DOCUMENTATION

Inclusion of new system users is a reality at organizations. To aid its customers in the hard task of permanent knowledge recycling, Linx Systems offers:

- Online system documentation, via extranet – web;
- Content research interactivity for online documentation as per key-words;
- Material on the web with study and research topic organization, oriented as per organizational processes;
- Documentation with process flow demonstration (organizational routines) combined with system use and operation manuals;
- System documentation file electronic remittance service which can be requested at the Support Center.

The documentation may be accessed through the customer-restricted area on Linx Systems' web page.

Training

Personnel attribution and work routine changes, as well as new professionals unceasingly entering the companies, call for suitable learning systems to business dynamics.

The Services Area of Linx Systems puts at its customers' service:

- The Linx Quadrant Educational Center, which relies on a permanent course grid on the Linx and Quadrant systems and their applicability on business;
- In-company training (inside the company) for customer-specific-routine-oriented qualification (custom-tailored training);
- Portal for learning at a distance (e-Learning) with control over enrollments, handouts, films, evaluating quiz on the web, and chat with the instructor.

These services may be hired through Relationship Management.

SYSTEM IMPLEMENTATION

A system solution cannot add due value to business if it is not fully mastered by its users and not suitably set up to meet the business requirements represented in the organization's routines.

System Implementation accounts for looking after system installation, setup adjustment to comprise the business rules, and customer qualification to use it.