



NextNine

ROI for Profitable Customer Service and Support

Transforming service and support into a profit center is a challenging goal when facing factors such as scalability, compliance, service revenue erosion and customer satisfaction.

NextNine's Virtual Support Engineer™ helps vendors transform global service and support into profit centers by shifting to an automated, customer centric, proactive approach. The Virtual Support Engineer™ drives profitability by delivering ROI via revenue generation as well as OPEX savings. Here's how.

Revenue Generation

- Protect M&S revenues
- Fuel premium services
- Enable managed services
- Strategic value of customer satisfaction



Cost Savings

- Increase overall efficiency
- Scale without hiring
- Prevent problems
- Reduce MTTR
- Avoid SLA penalties
- Lower onsite travel

ROI VIA REVENUE GENERATION

Protect Maintenance and Support Revenues

By enabling cost effective, proactive and automated support, NextNine helps vendors achieve superior service levels and improve customer satisfaction. Vendors can better defend their global support revenues by demonstrating high value to their customers, avoiding maintenance and support discounts and increasing attachment rates.

Fuel Premium Support Services

With 24x7 proactive monitoring, client system audits and customer centric support bundled into an existing premium service or offered as a new one, vendors can increase attachment rates for premium services and generate new service revenue streams.

Enable Managed Services

Vendors providing or planning to provide managed services use NextNine's solution to efficiently and effectively manage complex, heterogeneous, multi-vendor systems while meeting guaranteed system availability and service efficiency levels.

Benefit from the Strategic Value of Customer Satisfaction

Recent research* shows that a 1% increase in customer satisfaction results in a corresponding increase of 2.75% in shareholder value. For a \$1 billion company, this translates into \$27.5 million increase in shareholder value. Using NextNine, vendors have proven to dramatically increase customer satisfaction, and therefore shareholder value, by proactively preventing problems, delivering efficient support and achieving SLA's.

* "Customer Satisfaction and Shareholder Value" by Anderson et al published in the Journal of Marketing, October 2004 and "The Relationship between Customer Satisfaction and Shareholder Value" by Matzler et al, 2005

ROI VIA COST SAVINGS

Increase Overall Efficiency

NextNine's customers have experienced 30 to 50% efficiency gains globally by using NextNine Service Automation to automate support processes and shift to a proactive service methodology.

Scale Without Increasing OPEX

Utilizing NextNine's automation, remote diagnostics and proactive support methodology enables vendors to support more customers with existing teams. With considerable savings in training time and costs, recruiting efforts and more effective knowledge sharing, scaling support becomes simpler and more cost effective.

Prevent Critical Problems

Unlike reactive methods, NextNine's approach proactively addresses problems at the symptom stage before they can cause disruptions or downtime. With fewer crises to deal with, vendor support teams benefit from dramatic savings in time and support resources.

Reduce Mean Time to Repair

NextNine allows support teams to quickly resolve problems at the root by using remote support automation tools. Lower MTTR leads to increased support efficiency and direct OPEX reductions.

Avoid SLA Penalties

NextNine's dual approach of preventing problems and minimizing MTTR helps vendors achieve SLA targets, both in terms of downtime prevention and staying within service response limits. The result is zero SLA penalties, translating into huge savings.

Lower Onsite Travel

By providing vendors secure, remote access to customer sites worldwide, NextNine proves that 24X7 availability need not require travel or related heavy costs. NextNine allows vendors to deliver superior, efficient support to more customers at lower costs.

AT THE CENTER OF IT ALL

Customer Satisfaction

Service and support is your key interface with customers. NextNine enables vendors to make support truly customer centric even in B2B environments, by bridging the gap with customers and enabling comprehensive understanding of customer environments, problems and needs.

Compliance

Compliance has become a dominating factor across industries. Regulations such as Sarbanes Oxley and HIPAA are changing the way vendors, enterprises and service providers deliver products and services. NextNine assists in addressing compliance issues in service and support by providing all necessary tools to ensure full compliance by both the vendor and their customers.

TAKE THE ROI CHALLENGE

Take us up on our offer – a free ROI analysis, customized to your service initiatives, evaluating the benefits of proactive support automation to your business. Contact us for more details.



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