

AVEPOINT CUSTOMER CONNECT PLATFORM

FOR MODERN BUSINESSES




AvePoint's Customer Connect Platform provides organizations with a unified system to actively engage their customers, drive transparency, as well as efficiently and accurately communicate service requests with departments – from any device, anywhere, at any time.



CONNECT WITH YOUR CUSTOMERS AT THE SPEED OF NOW

Using Microsoft technologies – such as Office 365, Azure, BizTalk, Dynamics, Lync, Project, SharePoint, and Yammer – AvePoint Customer Connect is a suite of integrated solutions that allows organizations to modernize their operations today, in order to better plan for tomorrow.

MODERN ORGANIZATIONS. ENGAGED CUSTOMERS. IMPROVED SERVICES.

POWERED BY:   

AVEPOINT CUSTOMER SERVICES

- Provide your organization and customers with a centralized portal to easily submit service requests from anywhere, anytime, on any device.
- Utilize integrated geo-location services and mappings from mobile devices to accurately respond to requests according to their location and optimize task allocation from nearby field staff.
- Help modernize your organization's administration by eliminating manual case management processes that drain valuable time and are susceptible to human error.
- Pinpoint system inefficiencies and weaknesses to optimize operations, and enable searching, tracking, and reporting for greater insight.

Microsoft Azure  Microsoft Dynamics  SharePoint

AVEPOINT PODIUM

- Gain insight into consumer sentiment by monitoring social network activity and customer portals.
- Review sentiment trends over time to better understand approval ratings, key concerns, areas of improvement, and more.
- Broaden reach and overcome traditional barriers such as time and location by hosting online meetings in conjunction with in-person town hall events.
- Deepen engagement and give customers a voice by conducting real-time polls and surveys to quickly address questions or issues as they arise.
- Track meeting actions and decisions, as well as record online meetings so stakeholders unable to attend live can view afterward to stay informed.

 Microsoft Dynamics  Lync  SharePoint  Yammer

AVEPOINT PROJECT TRANSPARENCY

- Using familiar Microsoft technologies, centralize the management of all ongoing projects into a unified, easy-to-use system, driving adoption and reducing inefficiencies caused by data silos.
- Facilitate awareness of public project information and current agency trends to your core stakeholders – your project team, your executives, and your stakeholders.
- Easily report and disseminate project data as actionable information surfaces from day one via reports and dashboards.
- Provide public rollup reports and executive dashboards in real time for insight into trends for project activities, schedules, key performance indicators (KPIs), status levels, and more.
- Optimize resource management by increasing project visibility across departments and stakeholders with precise, normalized data and actionable reporting.

 Project  SharePoint  Yammer

AVEPOINT MOBILE WORKFORCE

- Empower your field staff with instant access to information, resources, and assistance wherever they are.
- Maximize mobile field staff efficiency and improve response times with location-based task assignments and request mappings.
- Enable continuous productivity with real-time updates on assignments and case information with rich-media annotations, as well as live mobile assistance.
- Optimize processes and resources by gaining keen insight on individual and team performance through rich management dashboards and analytics.

 Microsoft BizTalk Server  Microsoft Dynamics  Lync  SharePoint

NEXT STEPS

To find out more about AvePoint's solutions for Modern Businesses, please contact Sales@AvePoint.com