

Shared Memory

We tap the full potential of your existing Customer service business system, supplement them with Web based work flow solutions or facilitate the selection and implementation of a new system.

Bottom Line Benefits

Customer Retention & Quality Service

Productivity and Cost Savings

Profitability

Business Issues

- Direct call centers are choking.
- Not addressing business partners issues.
- Customers want to use the enabling technology of the web for self-service.
- Customers are demanding a higher level of service using the touch points of the web, e-mail, and wireless.
- Businesses are seeing the importance of customer service and its effect on the bottom line and customer retention.
- Original business system implementations failed or only partially completed. (Over 50% of installations don't meet expectations.)

Road Blocks

- Time of the service organization to focus on the issues.
- Skills and resources to conduct the process improvements.
- Knowledge of what could be within the customer care area (Benchmarking).
- Knowledge of the web based customer care application market place.

The Shared Memory Solution

- Provide a logical flow (Tapping – Supplementing – New) of solving your business issues.
- A methodology that's built on aligning customer needs, people, process, and technology to achieve excellence.
- Focus on extending the reach of your business systems to your customers, partners, and suppliers.
- We bring the knowledge of the software marketplace, what technologies are available, and how they can be applied within your process to help you remain competitive.
- We foster a culture of change/continuous improvement and install a renewal process to validate that the business systems and processes continue to meet expectations.

Our Strengths

- Combining an innovative global view with the detail knowledge for implementation...Asking the right questions to get at the root of the issues.
- Vendor Neutral (Allows us to be non-bias champion for our client).
- Quality focus approach (Plan – Build – Deploy – Improve).
- Providing our clients with a vision of how technology can enhance collaboration with their Customers, Partners, and Suppliers.
- Understanding how to integrate “self-service” & Web workflow methodologies into the solution.

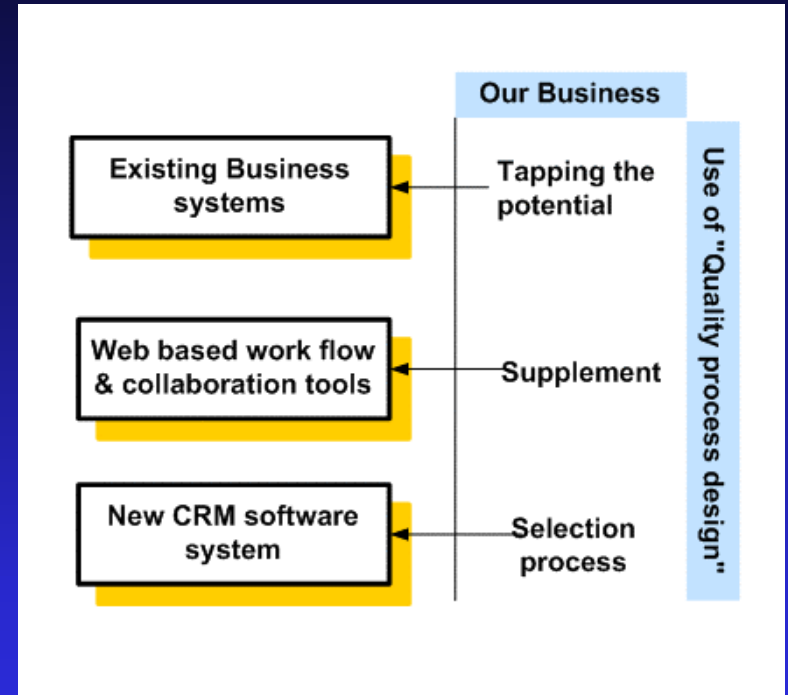
Delivering 'Bottom Line' Benefits

- Customer Retention: (A 5% reduction in loss of customers = 25% increase to the bottom line...Harvard Bus. review)
 - Addition of more 'touch points'.
 - Providing better service due to robust processes.
- Productivity & Cost Savings:
 - Removing non-value adding activities.
 - Reducing cycle times and life cycle costs.
- Quality & Service:
 - Repeatable results from the process.
 - Adding customer/external facing processes.
 - Adding personalization and up-selling functions.

All resulting in increased Revenue & Profitability

Our combination of strengths makes Shared Memory unique and able to make you successful!

We can make you become more productive, reduce costs, retain customers, and increase revenues by tapping the full potential of your existing tools, supplementing them with Web based work flow solutions or by facilitating the selection and implementation of a new business system.



Contact us now so we can show you how Shared Memory can make you and your company successful!!

Sales@sharedmemory.com or 1-508-875-6525