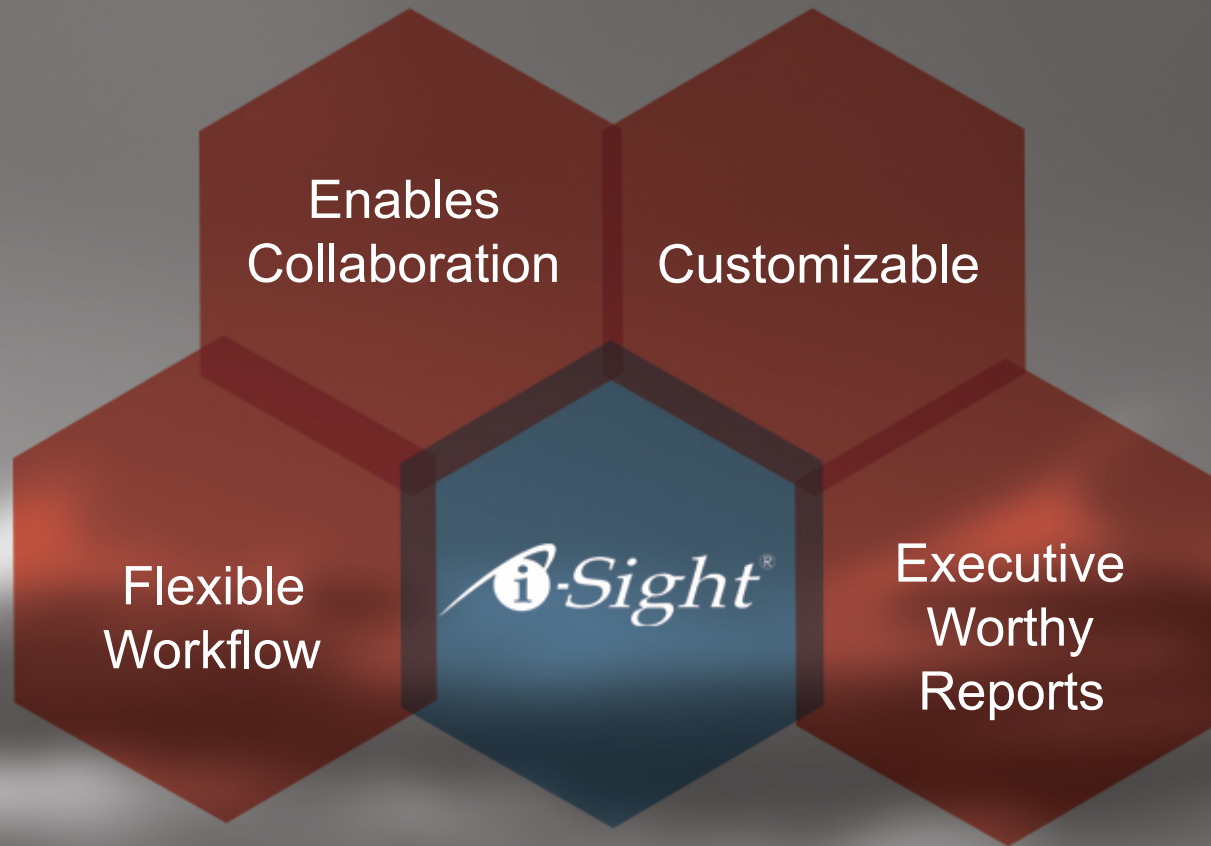




**State of the Art**

**Service Tracking Software**



**Improves the customer experience while  
maximizing process efficiency and controls**

This is more than software;  
it's our passion.

Understanding Customer  
Issues

Software Retailers Need

Off the charts service

No seriously – it's really good!



## Services

Training

Integration

Reporting

System Migration

Customization

Business Analysis

Project Management

### Post Sales Management

- Repair tracking and alerts
- Cost tracking
- Customer support
- Management reporting

Internal Controls

### Automated Repair Process

- Estimate generation
- Client approval via web
- Client tracking via web
- Client updates via email

Customer Service



After Sales Service and Repair Platform

# Case Study

## CHALLENGE

- Lacked a comprehensive means of tracking and managing repair orders for service organizations' 80,000 customer, Certified pre-owned and stock repairs
- Needed a way to improve the customer service experience by providing easier access to relevant information
- Repair center and store service teams were spending too much time fielding requests for repair status.
- Manual tracking process was troubling.

## RESULTS

- Improved communication generated higher sales & customer satisfaction.
- Repair center and store service teams became far more productive, now able to spend more time on higher value activities.
- Cost effective: higher productivity also resulted in payroll savings, significantly increasing profitability on higher sales.
- Customers responded; survey results showed a higher level of satisfaction as the program evolved.
- Customer retention was achieved.

*The more we can communicate with our customers, the better the experience becomes. i-Sight keeps everyone in the loop and will allow us to be much more productive and proactive.*

# Flow

- Unique case flow using alerts
  - New case alerts
  - Overdue case or milestone alerts
  - Inactivity alerts
  - Delay alerts
  - Closure notices

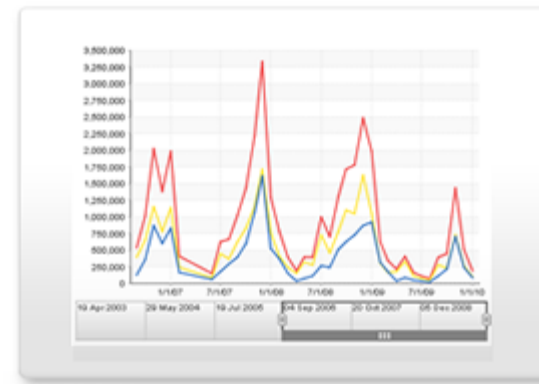
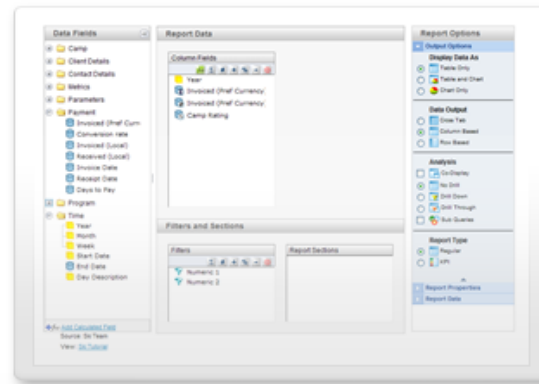
# Access Controls

- Ultimate flexibility to control access
  - Field level restriction
  - Restrict based on position
  - Regional restriction
  - Any other parameter



# World Class Reporting

- Dashboards
- Drag & drop report builder
- Broadcast reports via email
- Export to PDF, Excel, etc.



# Reporting is Mobile

Access to the  
information  
you need -  
wherever you  
are, whenever  
you need it





# The End Result for Clients:

## Superior Customer Service Achieved Through:

- Repair tracking: includes timely e-mail alerts designed to keep repairs moving through the process and back to the store
- Web based client interaction: includes online estimate approval and email updates necessary to keep the client informed of their repair status
- Management reports: includes customer survey analysis and other tools that allow the client to focus directly on areas requiring attention
- Hands-on support: ensures the client is serviced to the fullest

# Tracking Repairs

- Repairs tracked from repair initiation through entire process
- Rules developed to ensure continual progress of repairs as they move through the system
- As a standard, alerts are emailed to the appropriate team members in the field to follow up on items falling behind.
- Example alerts include; but are not limited to:
  - Time to deliver repair to service destination (watchmaker, jeweler, service center, etc...)
  - Time to estimate and length of time obtaining approval for estimate
  - Time with parts, materials and the watchmaker/jeweler
  - Time at manufacturer
  - Time back to the store and customer

# Customer Interaction

Once an email address is obtained at the initiation of a repair, the following are examples of emails we can send:

- Thank you to customer for the opportunity to handle the repair
- Estimate of cost of repair, estimated repair time, access to online approval process
- Delays in repair process
- Notification that repair is complete and ready for pick-up
- Customer survey asking six (6) basic questions about their service experience with a box for additional comments

Tailored to  
each client's  
specific needs

# Hands-On Support from i-Sight

## Help Desk

- **Initial setup tailored to the individual needs of each client**
  - Through dialogue with each client, we determine exactly how i-Sight will be integrated into the organization
- **Help desk available to work through any start-up and performance issues**
  - High understanding of the urgency related to keeping your system functioning at the highest levels to best serve the end consumer

# Management Reporting

Reporting tailored to each client's needs. Examples of available reports:

- Compliance reports to ensure the field is using the system as intended
- Average time reports to track length of repair from initiation, return to store, and return to customer
- Brand specific reports detailing the performance by brand as well as units within each brand
- Analysis of customer surveys. Can view results at different levels: total company, region, and door so the opportunities stand out
- Flexibility for client to develop specific reports to manage their business