



**High-Yield Methods**  
A world leader in Outside-In Process Design.

## Enterprise Collaboration Applications: Specialized Technical Support

**M**any companies both inside and outside of “high-tech” service highly specialized products that require extensive training to troubleshoot and repair. Consequently, meeting customers’ service expectations (and service contract terms, as well) requires the capability to locate certain staff members or contractors very quickly—plus locate their back-ups when the primaries are unavailable.

For many companies, getting to the right resources quickly enough can be a nightmare, especially when the needed people travel. Customers in “system down” mode get angry, even apoplectic. Service covenants are broken, often triggering financial penalties. Uncoordinated stopgap measures are taken, often worsening the situation while causing internal disruption. And company morale takes a hit. Plus, the customer relationship gets dinged, or worse.

What should companies do? Pagers help, but techs on a plane or executing a complex emergency repair can’t respond. Providing network access to calendars helps a little, but lacks specificity. Blackberries and counterparts bring e-mail out to users, but messages sitting in inboxes while people are in meetings (mandatory shut-off is the new protocol) are every bit as ineffective as passive voice mail messages, often worse because so many companies suffer from clogged e-mail channels.

However, ***relief is on the way in the form of a radically improved internal communication approach called “Enterprise Collaboration” (EC).***

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#### HIGH-YIELD METHODS

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EC uses well-tested technology in a new configuration to overcome communication lapses and breakdowns that stymie effective service delivery. EC also addresses a host of other internal communication issues and can be used to link key customers to internal staff.

### **How EC works**

EC's functional capabilities include:

- Tracking personnel status and location, whether inside or outside the office
- Expert routing to find alternative resources when primaries are unavailable
- Auto-assigning incoming work to idle, qualified resources
- Consolidating all communication modes into a single log (UC)
- VoIP "push" messaging to get past voice mail and e-mail in-boxes
- Task assignment and tracking
- Alerts and escalations for actions not taken within specified times
- Multi-dimensional reporting for identifying causes of delayed work

Not only does EC fit perfectly into a customer support environment, but it also streamlines internal communication across the board, which raises customer responsiveness levels while eliminating huge amount of non-value adding employee time invested in internal messaging.