

There are some areas in which we want our change of ticketing systems to be not only visible to our customer, but that with time we hope will enhance the experience each and every one of our clients has when IT support is needed. Support features that we'll be adding or enhancing include: automating certain functions to ensure rapid turnaround, adding features that will provide superior reporting and notification on cases, and finally, implementing work flow that will speed your issues through the system to a timely and complete resolution. That's a lot of improvements, but we feel you'll welcome them all. To get through them all, however, we'll lump them into two categories: changes that improve communications and reporting and changes that enable us to more quickly resolve your issues.

Communication is critical to providing IT support, especially when it's done remotely as we do, so improving communications means improving service. The first area in which we'll be improving communication is the same point where a large percentage of our cases start, emails to support@cnwi.net. Our new ticketing system will feature an automatic email tracking system that will route all emails to support directly into the ticketing system, ensuring both an immediate response, as well as accurate and complete documentation. With this feature, we're hoping to reduce the time it takes to get a ticket started, as well as ensure we have 100% complete and accurate information. In addition, the new system will also support automatic notifications when a ticket changes status, so we'll be able to give you more and improved updates on how things are progressing. We want you to have all the information you want without having to put any effort into getting it. If you have a ticket in the system, we want you to know exactly where it is and who's working on it. With automatic status notification, you'll know. And in the event that you need more detailed information, we also expect to implement a customer web portal that will allow customers to log onto our ticketing system via a web site and add, update, or close out service tickets from anywhere at anytime. This will put you, our customers, more in control of your IT needs and allow you to really know what's going on in IT. More information, more control, and more power. We want you to have full visibility, so we're going to give you a window into our world. Through each of these features, we want to put you in control of all the IT operations, allowing you to know what's happening. Of course, just knowing as it's happening isn't enough. After the fur has stopped flying for any given issue, it's nice to have the ability to step back and see how things looked from outside the issue. This is another improvement we expect to provide in 2009. The new ticketing system will also support better reporting, allowing us to provide more detailed reports on how issues were handled, by whom, how long it took, and so on, allowing you to better understand and appreciate the services you receive. We hope to enhance your service by improving our communications to you.

In addition to improving communications with our customers, we also want to streamline the processes and work flow required to deliver service. One way we'll do that in 2009 is to go live with an improved approval process for implementation tasks and projects. When an issue requires a quote or some other authorization, the new system will allow for an electronic acceptance of the quote, eliminating the need for manual signoff and faxback delays and such, simplifying and expediting the whole process. From conception to implementation, we want everything to be smooth and responsive, so we're implementing the tools necessary to do so.

Last, but not least, we expect to deliver higher levels of customer satisfaction and service by increasing the efficiency with which we handle issues. This one isn't a single feature or function that is new, but rather, an integration of all the aspects of service into a tighter, more timely process. Our new ticketing system is not just a ticketing system; it ties into every aspect of our business processes, from sales to invoicing and accounting, ticket documentation to the creation and maintenance of a dynamic knowledge base for each client's software and network. By placing every detail at our technicians' fingertips, we hope to significantly reduce the time it takes us to address issues. Think of it as a pilot's HeadsUp Display (HUD), in which the pilot can fly his or her aircraft without ever having to look away from the main job of flying. All the information regarding the aircraft's operation is right there so that the pilot never has to look away. Our new system will provide that capability to our technicians, and it will also allow smoother, more efficient handoffs, whether in the form of escalations to

network administrators or Technical Service Directors, or over to our Purchasing department. The system will help tie it all together, decreasing the time all our staff take to complete their tasks and passing that time on to our customers in the form of less downtime and greater productivity. By increasing our efficiency and effectiveness, we hope to provide a better, more satisfying experience. We're ending 2008 and starting 2009 with plans for being better and faster, and we hope to continue throughout the year.

So, as 2008 winds down, don't let the year end fool you. Here at Convergence, we don't see things slowing down but rather speeding up. We're on a countdown to a big change, one that we hope will markedly increase our ability to provide history making customer service and wow our customers. We're changing ticketing systems, and we hope to deliver big. Through the features and abilities detailed above, we hope to provide even better service in less time. As the guy who runs the Service Desk, I hope and am confident you'll all be delighted. Feel free to email [me](#) to let me know how we do with our transition, as well as how we continue to do throughout 2009. Of course, if you've got any suggestions on how we can better serve you or enhancements you'd like to see I didn't talk about, we welcome those too. Talk to you soon.