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.

| MODERNIZE BUSINESSES | ENCOURAGE ENGAGEMENT | INCREASE TRANSPARENCY | MOBILIZE OPERATIONS |

CONNECT WITH YOUR CUSTOMERS AT THE SPEED OF NOW

Using Microsoft technologies – such as Office 365, Azure, BizTalk, Dynamics, Lync, Project, Windows 10, 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® ▮▮ Microsoft ◻ Office 365

ⓘ AVEPOINT E311 – 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 ▦ Windows 10

💬 AVEPOINT TOWN HALL

- 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 yammer⁵

🔍 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 yammer⁵

🌐 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

Accessible content available upon request.