

Implementation Performance Management (IPM)



A WITNESS SYSTEMS INNOVATION

While great products draw our customers to Witness Systems, it's our Professional Services that help them achieve a rapid return on investment (ROI). Witness Systems strives for life long customers. Leveraging our commitment to providing the same world-class customer service our products help you achieve, we've created an innovative framework to support you. We're committed to providing state-of-the-art service packages to help ensure your success. From server installation and integration with your CTI infrastructure to responsive project management and a wide range of training and education options, Witness Systems is here for you. Our Professional Services Team is poised to support your successful implementation every step of the way.

IPM is a unique blend of technology expertise and business consulting services offered by Witness Systems' Professional Services Group

Today's contact center encompasses a complex and evolving blend of multimedia technologies. The challenge for contact center operations committed to the benefits of synchronized multimedia and voice/data recording is seamlessly integrating this technology into their unique Web-enabled and computer-telephony infrastructure.

By investing in Witness Systems' industry-leading eQuality™ customer interaction recording and analysis suite, you have made the crucial first step to reaping the performance benefits for your contact center. Next, you'll want to take the appropriate steps to ensure a smooth implementation. Getting experienced professional services assistance to help you complete these implementations is an excellent way to optimize the value of your software investment and help ensure your overall success.

Witness Systems' Professional Services provides the expertise, professional consulting staff, and technology tools to help ensure a successful implementation and optimize your ongoing use of your eQuality solutions. Our experienced installation specialists work with you to build a solid technical infrastructure that supports your new eQuality product.

Prior to installation, our team will survey your operating environment for optimum performance. We work with your technical team during installation, forming a foundation of knowledge that your staff can build upon through our standard or customized training.

After installation, we audit your technical operations to guarantee our products and implementation services meet your expectations. We also provide the latest product information and technical support to help you manage your new eQuality solution. It's all part of what we call **Implementation Performance Management (IPM)**.

By identifying your technical environment, key business drivers and performance indicators, Witness Systems can enhance your recording efforts by designing the rules that will trigger monitoring after you implement the eQuality customer interaction recording application. Business-driven recording helps you evaluate the effectiveness of your marketing campaigns and software implementations for competitive advantage.



What is Implementation Performance Management (IPM)?

IPM is a unique blend of technology expertise and business consulting services offered by Witness Systems' Professional Services Group.

Many of our customers attribute their ongoing success using applications from Witness Systems to an effective and timely product implementation. We work with your organization to measure and optimize the performance of people, processes and technology throughout your enterprise and during the complete implementation lifecycle.

IPM, as both a practice and methodology, encompasses the following:

- broad set of practice standards and guidelines
- project management tools and techniques
- comprehensive engagement methodology
- tailored education program of well-developed, highly-refined training courses
- computer-telephony configuration models for a wide variety of specific technical environments
- proven and efficient software implementation process
- skilled staff of professional project managers, systems engineers and training specialists

Benefits of IPM:

An Innovative Framework for Success

We hold our IPM Team up to the same high standards that make Witness Systems' eQuality software the industry leader in customer interaction recording. This is our assurance that your implementation process will be as effortless as possible.

Your highly-experienced Witness Systems IPM Team will guide you through the maze of voice, data, cabling, environmental, installation, organizational and project management requirements and issues. They will fully address all elements to achieve a completely successful product implementation. This results-oriented approach assures a maximum ROI with minimal resource utilization.

Witness Systems' IPM practice complements our software products and education services so well because:

- We're intimately familiar with the operation and metrics that drive today's contact centers, providing insights into the most effective and efficient ways to integrate our solutions with your business processes.
- We apply our cumulative experience with the eQuality application and all major phone switches to foresee, prevent and/or correct issues with implementation plans that could otherwise cause project delays.
- We understand how busy your IS staff is because many of us have a background in managing call centers. As a result, we can provide the technical information needed to satisfy your implementation plans quickly.
- Your Witness Systems project manager serves as a central point of contact, and a conduit for information exchange, during the entire implementation process. There is a single number to call with questions about requirements, scheduling, system capacities and functionality.
- Our eQuality Design Workshop (eQDW) brings you and your Witness Systems project manager together for a comprehensive strategy session to identify your key business drivers and performance indicators. This joint session will establish your business-driven recording "rules," as well as your comprehensive implementation project plan.
- Your Witness Systems IPM Team will orchestrate and facilitate the integrated delivery of services ensuring a seamless transition from implementation to our Training and Education and Customer Interaction Center (CIC) Groups, which will serve your post-implementation service needs.
- The Witness Systems project manager will determine and schedule the most effective timing for required on-site training so your team gets the most out of the system, a key milestone of the implementation project lifecycle.
- We ensure organized and highly-focused advanced preparation, so you're up and running quickly. By following the detailed, concise IPM plan and using the proactive guidance of the Witness Systems project manager throughout the process, the IPM methodology assures minimal resource utilization and thus maximum ROI.
- We use a wide variety of project management tools, including risk assessment techniques, professionally designed project plans, work breakdown structures, and best-practice process maps. These tools are tailored to your unique environmental and business requirements to guarantee your eQuality solution truly meets your organization's needs.

*Want to find out how Implementation Performance Management can benefit your organization? Call **1-888-3-WITNESS**.*



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Bringing eQuality to eBusiness™