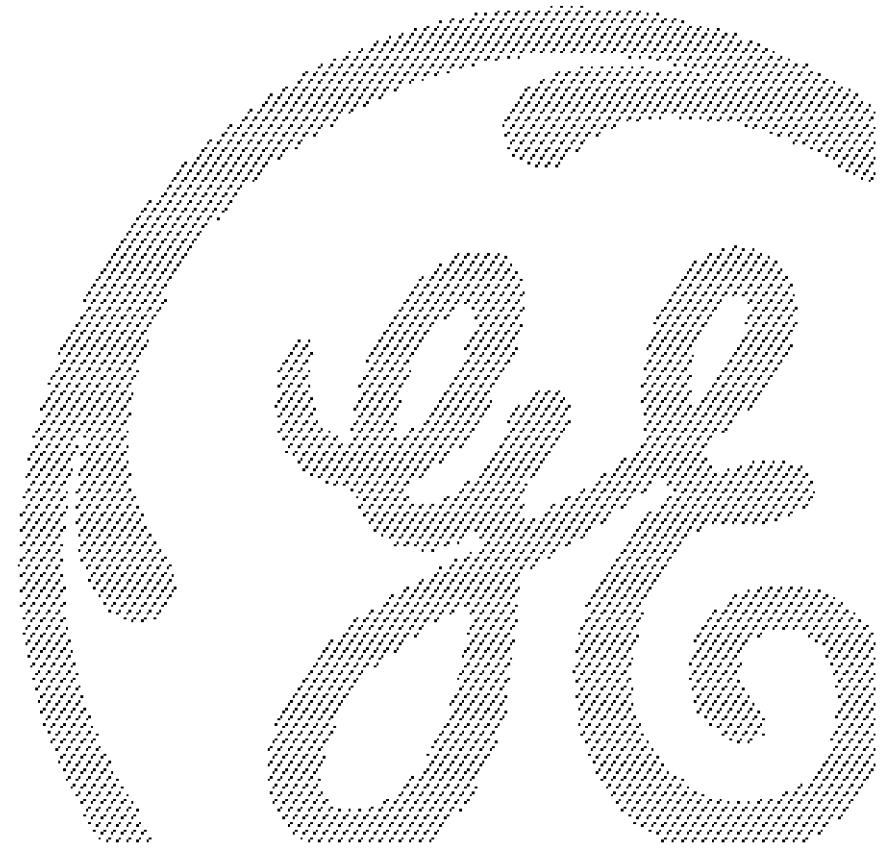
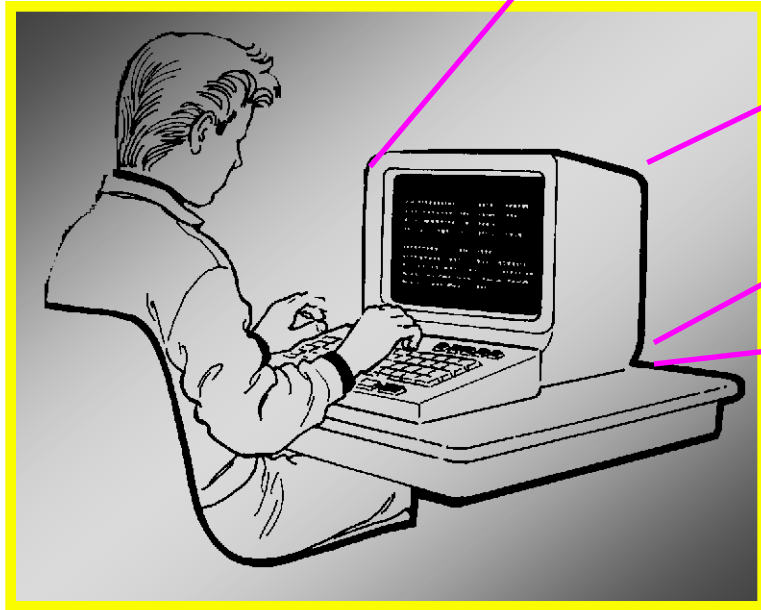


Customer Quality Programs

**Dedicated End User
Services**



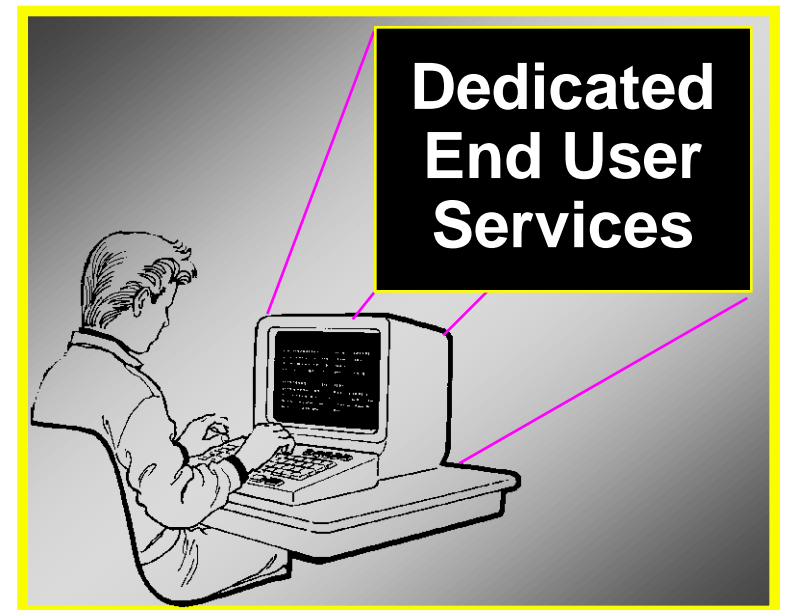
Dedicated End User Services



- n Service Definition**
- n Components**
- n How it fits with your business**
- n Benefits to your business**
- n Why GEIS**
- n Examples**

Service Definition

- n A dedicated ongoing support organization**
- n Chartered using your business expertise and GEIS technology expertise**
- n Tailored to the specific business and technical needs of your end users and ECS community**




Service Components Can Include

- n Private 800#**
- n Any number of support personnel trained per the specific technical & business configuration supported**
- n Customized support can include—**
 - GEIS products and services**
 - Shrink wrapped software**
 - End User hardware and operating systems**
 - Client specific applications**
- n IVR/ACD Call Routing**
- n Automated incident tracking**
- n Full management reporting**

What We Can Do

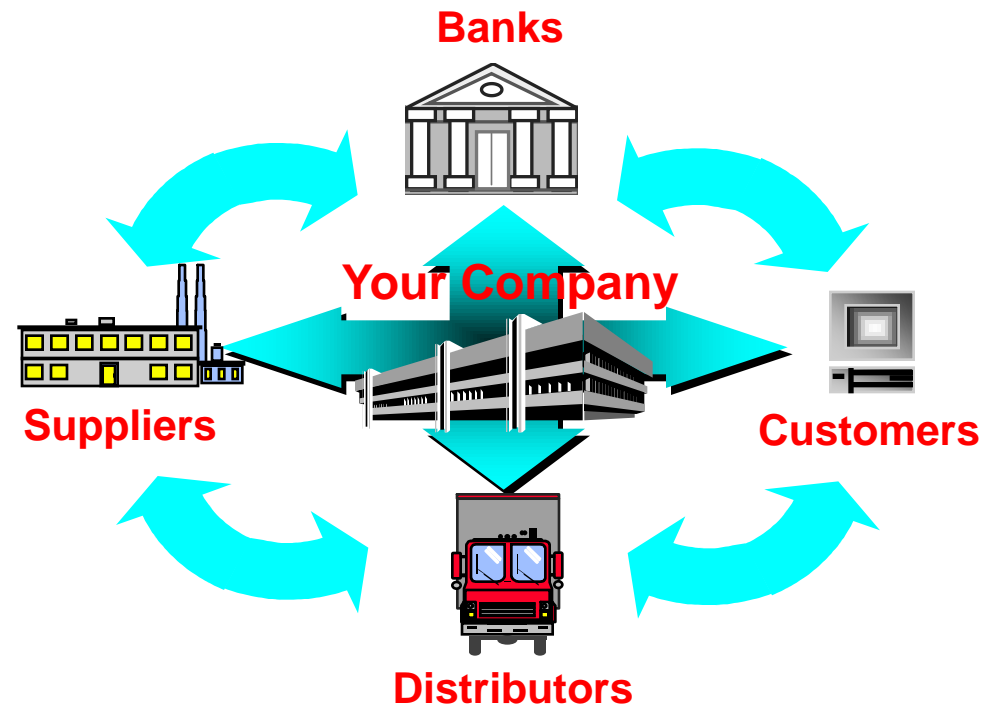
- n Provide an “ultra premium” level of ongoing support above & beyond standard CQP support**
- n Build product/configuration/business specific expertise**
- n Provide a seamless interface to GEIS technology and 2nd tier support organizations as well as 3rd party hardware and software suppliers**
- n Safeguard your “mission critical” systems**
- n Keep your finger on the pulse of your end-users and trading partners**

Can provide the competitive advantage



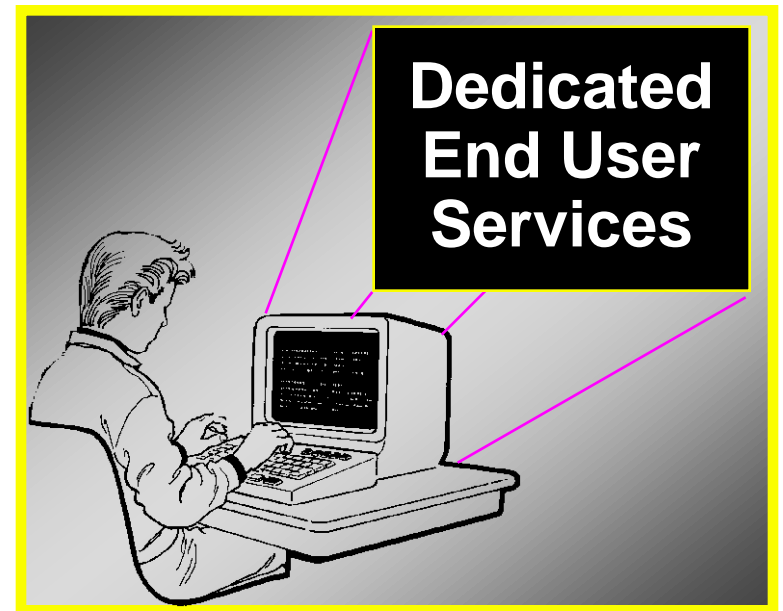
Benefits to you and your business

- n Concentrate on business & not on supporting technology**
- n Reduce headcount needs**
- n Defined infrastructure = efficiency = cost effective**
- n Significant cost reductions**
 - Startup**
 - Ongoing**
- n Better service for end users**
- n One stop shopping for total ECS needs**



Why GEIS?

- n **Focused**
- n **Dedicated**
- n **Experienced**
- n **Successful**
- n **Cost Effectiveness**
- n **Economies of Scale**



This is what we do!!

Example– 1500 member association

- n BT2000 forms on DOS/windows platform**
- n Initial 1 person dedicated desk, will add second when needed**
- n Dedicated Implementation and ongoing support**
- n Operating hours M-F 8-5**
- n During operating hours, phone rolls over to voice mail**
- n Backup support from colleagues performing similar support activities**

Example– Fortune 20 CPG Co.

- n MAC based SFA solution to 2500 Sales Reps**
- n Dedicated desk of 44 people (39 in Rockville & 5 in field)**
- n Dedicated 800 number**
- n Customized IVRU, ACD, Call Tracking & Management Reporting on key service level statistics**
- n Support for END TO END environment including 3rd party HW/SW vendors and in-house applications**
- n 08:00 - 01:00 EST M-F 14:00 -22:00 Sundays**

Example— Big 6 Accounting Firm

- n Dedicated Support for EMAIL/X.400 setup and bulletin board maintenance**
- n Initial 1 person dedicated desk, will add second when needed**
- n Operating hours M-F 8-5**
- n During operating hours, phone rolls over to voice mail**
- n Backup support from colleagues performing similar support activities**

Summary

- n **Dedicated “ultra premium” customized ongoing support**
- n **Build product/configuration/business specific expertise**
- n **Service level goals customized based on your needs**
- n **Defined infrastructure = efficiency = cost effective**
- n **Significant cost reduction from outsourcing**
- n **Proven track record that–**

We can deliver

