

## Manage, monitor and maintain the health of your data in iasset.com™ with our Concierge services.

Data is the heart of our platform, ensuring it's correct is critical for accurate quoting and reporting and overall management of your renewal or cloud program.

Our highly trained data experts are here to support the deployment and ongoing management of your data in iasset.com.

### Highlights

- 24/5 support, all time zones
- Dedicated and channel experienced staff
- Identifies gaps in data and works to resolve them
- Performs data administrative duties
- Provides training to new starters
- Can act as extension to your IT support team
- Builds trend analysis to perform compliance audits

### Our Concierge team can help you:

#### Maintain sales, contract and asset information

- Update product and pricing information in iasset.com
- Validate and correct customer account records if required
- Work with customer to identify data gaps or errors to correct
- Activate draft contracts and new users
- Create monthly reports
- Escalate customer concerns or issues as required

#### Conduct data audits and manage compliance

- Develop trend reports and investigate variances
- Monitor partner reporting compliance

#### Provide data support services

- Provide interface between your team & iasset.com development team
- Log and track tickets on your behalf
- Address level 1 issues or minor changes not requiring development
- Support all phases of testing of new functionality
- Manage monthly production releases

#### Deliver Training

- Update relevant documentation
- Accelerate on-boarding of new users and provide training
- Provide new functionality training

If you have requirements not listed, just ask us. Our team is geared to be flexible to your requirements.