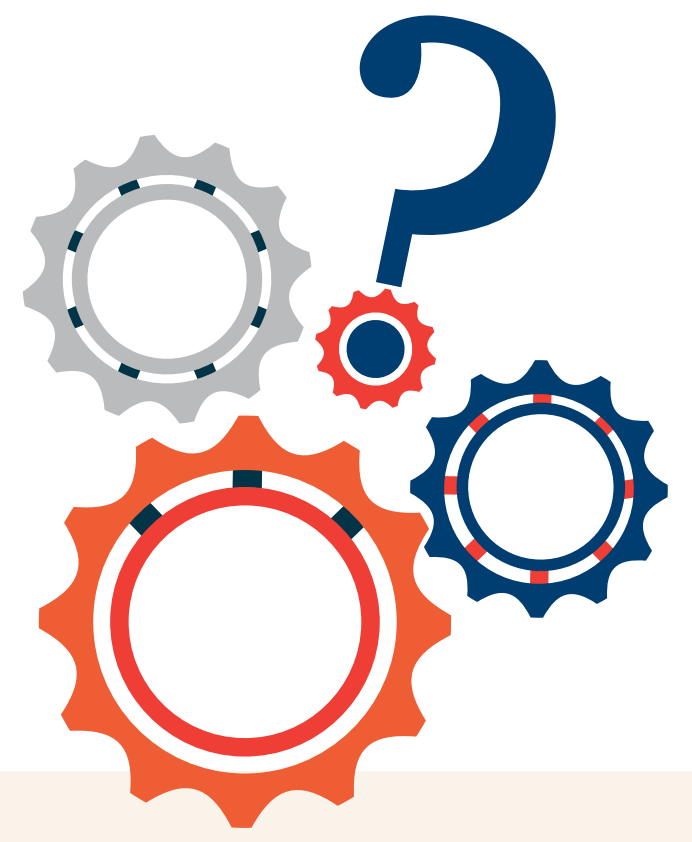


SUPPORT



Technical support within the software industry has long been plagued with high employee turnover. That is why at STORIS we are proud of our **average tenure of 10 years within our support team who works in our NJ headquarters.** This translates into value for our retail clients, who are greeted with the familiar voice of an experienced technician when they reach out to technical support.

We spoke to some members of our veteran team to get their opinion as to why STORIS' experienced support staff is a benefit to you.

One of the reasons our tenure is so high is that STORIS provides a friendly, positive work environment. Our team is like a family and treats each other with respect. That enjoyable workplace translates to a benefit to our clients. We understand that you may be calling support to resolve an issue or get training to end something that was frustrating you. If the person on the other line genuinely likes their job and is motivated to succeed, that positivity translates into a positive experience for you.

-Brian, 13 years

Working at STORIS for over a decade means you get to hone in on your experience, yet work is exciting. Our software is always changing through new development and product extensions; therefore we get to learn something new everyday. Having grown with the software enables us to deliver accurate resolutions to our clients. In fact only 3% of our cases are reopened. We hear from our clients that they are confident their issues will be resolved or questions answered accurately the first time.

-Dimple, 16 years



When someone is calling into a tenured support staff, chances are we have heard their question before and will be able to provide a solution with ease. In fact, our average case is resolved in the same business day. Of course new questions do arise. With a decade of tenure, our team has fine-tuned our product knowledge, which helps us devise a strategic resolution fast.

-Ron, 7 years

The STORIS Support Team team takes pride in working together. One of the unique attributes of our team is that everyone has a specialization that they have mastered, but also cross-train. As a team, we have a complete understanding of the software, which allows us to better serve our customers. We put our heads together to create strategic solutions our clients will benefit from.

-Nick, 7 Years

Even though our support team contains many experienced individuals, we do welcome new members. There is a great mentoring program in place, which helps us pass on that expertise to all members of the team. Having one-on-one coaching and getting to listen to how they engage with clients is a priceless experience for someone starting a career in technical support.

-Kurt, 1 Year

Our support team is a melting pot of personalities and creative minds that come together to provide high quality service to further strengthen the STORIS software that our clients love and depend on. To achieve high tenure, employees need to be motivated. Our tenure exists because we take pride in helping our clients achieve success for their businesses.

-Tina, 13 Years



Hear what our clients have to say about STORIS Support:

"The STORIS support team always communicates well throughout working on cases and ensures issues are fully resolved before closing the case."

-Brady Sharp



"STORIS support is awesome! They went above and beyond to help me with my issue all while being very pleasant and patient to work with."

-Barb Guthoerl



"We are grateful for the effort put into helping us find smart solutions for our business."

-Melissa Merwin-Dydn



"Fast response with accurate problem identification and resolution – thanks!"

-John Krivak



"Dealing with support is a positive experience. They are aware that customers need issues resolved as quickly as possible and do just that."

-Gary Thomas



"I appreciate the thorough investigation into our issues and a clear resolution path to follow and manage it myself at the best time for us."

-Larry Gelencser



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