

REMEDY®

Quality Management

Aligning Organizational Resources to Customer Priorities

Improve your competitive advantage by more effectively translating customer inquiries into product improvements and increasing the efficiency of back-end engineering or operational units.

In today's rapidly changing and competitive landscape, marketing alone is not enough to ensure success — you must also distinguish yourself through superior customer service. With Remedy Customer Service and Support solutions, you can increase customer satisfaction by embedding your best practices into frontline customer interaction systems, thereby ensuring that you consistently exceed your customers' expectations with every interaction.

As an important component of Remedy's Customer Service and Support Suite, Remedy Quality Management is especially critical if you need to investigate and resolve customer inquiries into potential product defects. Intended as a companion product to Remedy's powerful Customer Support application, but also a fully functional, stand-alone application, Remedy Quality Management provides a structured mechanism to efficiently escalate, analyze, prioritize, and address product issues that may be the result of the defect. This process aligns your back-end resources with customer priorities and only improves overall customer satisfaction, but also helps to lower your overall support costs.

Complete Management of Product Issues

Remedy Quality Management is intended to ensure complete management of customer reported product defects. Customers can submit product issues through any channel your company supports, including phone, Web, and e-mail. Because it integrates seamlessly with Remedy Customer Support, Remedy Quality Management can leverage the data collected through your customer support organization to track each inquiry and route the suspected defect to the appropriate groups or individuals for review, prioritization, and corrective action. The prioritization process helps ensure that your team is focusing on items with the biggest impact on overall customer satisfaction.

Notification and Escalation

Remedy Quality Management monitors response times as a customer issue is moved from the customer service area to engineering areas, and back again. At

any time, should an issue not be addressed in a timely fashion, the system can send out notifications, re-assign the item, or escalate the issue to management for immediate action. This ensures that issues won't be lost due to inter-departmental hand-offs, unavailable resources, or long work queues. It also ensures that your back-end resources are beholden to your customer service agreements, maintaining customer satisfaction at the highest possible levels.

Closing the Loop with Customers to Improve Customer Satisfaction

If you do not proactively communicate with your customers, you not only risk lowering customer perception of your service delivery, but also reduce your call center's productivity by adding call volume. In order to prevent this, Remedy Quality Management has the ability to automatically provide information to customers at any stage of the product correction cycle. The system can communicate changes in status, assignments, projected resolution times, and solutions. Notifications can be sent either by e-mail or through the Web, using the Remedy Web Self Service gateway. Further, once a problem has been resolved, Remedy Quality Management can provide notifications to all the customers that originally reported this issue, providing them with instructions, attachments, or other key information. These capabilities ensure that your customers are always in the loop, eliminating dissatisfaction due to lack of communication.

Improve Utilization of Back-End Resources

Having a structured means to prioritize customer issues is not only important to maintaining customer satisfaction, but is also critical to controlling support costs — especially when working with limited resources. By continually monitoring the impact of product issues on your customers and dynamically adjusting priorities, Remedy Quality Management keeps your back-end resources focused on issues with the maximum impact to your customers. As more customers call in on a particular product issue, related issues are consolidated together, previously assigned priorities are updated, and work queues changed or

The Remedy Customer Service and Support suite includes:

- Remedy Customer Support
- Remedy Web Self Service
- Remedy Quality Management

In addition, you can increase the value of your investment with these AR System options:

- AR System Flashboards
- AR System Wireless
- AR System Link for Palm Powered™ Handhelds

System Requirements

- Clients:
 - Windows (95/98/2000/NT 4.0)
 - Internet Explorer
 - Netscape Navigator
- Servers*
 - Windows (2000/NT 4.0)
 - Solaris
 - HP-UX**
- Databases
 - Oracle
 - Sybase
 - SQL Server
- Network and E-mail
 - HTTP (Web)
 - POP3
 - SMTP
 - TCP/IP

* You must install Remedy Customer Support and CRM Server locally on an Action Request System (AR System®) server machine. We recommend dedicating the machine for use by an individual application.

** Not available for Remedy Web Self Service or Remedy E-mail Management.

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items reassigned. The result? Instead of requiring a larger operations area to chase down every issue, you can save costs by optimally deploying a leaner organization in a more effective manner.

Using Customer Input to Help Improve Products – and Profits

Remedy Quality Management can improve your company's product lifecycle by more effectively integrating customer feedback into future product evolutions or new product development. Your customer service department is an excellent source for product ideas, yet few companies have a strong process for translating such suggestions into structured feedback for future product development.

With Remedy Quality Management, customer service representatives can log product enhancement requests into a formal review and aggregation process. These requests are automatically tracked, assigned, and routed to the appropriate product manager or design engineer based on your criteria. Priorities and weights can also be updated for each request as the number of related requests change. Therefore, when it is time to design the next generation of the product, you can leverage Remedy Quality Management's robust reporting capabilities to provide an informative run-down of customer suggestions that can be used to improve the products, and ultimately improve future sales and profits.

Product managers and design engineers can use Remedy Quality Management to provide responses to customer suggestions, further increasing customer satisfaction by including them in the company's product development process. Finally, should an enhancement be implemented, Remedy Quality Management can be used to announce its availability to those that requested it – again, increasing customer satisfaction but also generating a new source of revenue if the enhancement is an up-sell or cross-sell opportunity.

Reporting and Monitoring

Remedy Quality Management's reporting and monitoring functions provide valuable insight into resource issues, development milestones, and release dates. Options include utilizing pre-defined, easy-to-tailor graphical reports or a flexible report generator. These reports integrate with Microsoft Word and Microsoft Excel. In addition, with AR System® Flashboards; a

unique, Web-enabled information tool built on the highly flexible Action Request System®, you can monitor activities in real-time and identify trends and problems quickly.

Customer Service and Support Solutions

Remedy Quality Management is an integral part of the Remedy's Customer Service and Support product suite. This suite of products has been designed to improve a company's customer satisfaction levels by providing unparalleled customer service, while supporting a company's financial goals by reducing support costs and raising opportunities for increased sales. In addition, numerous, product-specific integrations have been built to other Remedy applications, as well as to external applications, such as phone switches, interactive voice response systems, consolidated queuing, etc.

Built on the Remedy Action Request System®

Remedy Quality Management offers extensive out-of-box functionality that enables you to get up and running quickly. In addition, because it is built on Remedy's highly adaptable Action Request System, you can easily implement your own, proven business practices and tailor the system to meet your own unique business needs. As those needs change in today's age of dizzying market evolution, the Action Request System allows you to easily continue to adapt your system to new customer expectations. This makes Remedy Customer Service and Support applications the industry's most adaptable solutions, enabling you to always deliver superior service to your customers.

About Remedy

Remedy is your source for Service Management solutions that meet your needs. Remedy has a successful track record of providing industry-leading Service Management solutions that enable organizations to reduce costs, improve quality of service, and maximize overall operational effectiveness. Remedy automates service-related business processes through a complete suite of best-practice Service Management applications, including IT Service Management and Customer Service and Support solutions. All Remedy products leverage the highly flexible Action Request System, a comprehensive development environment that delivers business process authoring capabilities to meet the unique requirements of organizations today and into the future.