**2\_Customer Resource Rundown**

0:00  
Well, before we move on to the next session, just kind of want to admit I did a terrible job packing for this trek.

0:07  
So I'm really happy that we stumbled across our resource drop here.

0:13  
I haven't had coffee in about 24 hours and it's been pretty brutal.

0:16  
So I'm anxious to get in there and get some coffee.

0:19  
But Kevin, are you there?

0:21  
Maybe you can give me some pointers on in your next session about resources, specifically customer resources.

0:30  
I am here and I'm hoping you've got more than a Swiss Army knife to open that crate.

0:36  
No, I don't.

0:38  
Do you?

0:41  
Well, I can tell you about everything that's in that.

0:43  
But yeah, I might be challenged to get it open.

0:47  
Great to see everybody back today.

0:49  
Thanks, Ranger Ring and let me share my screen here.

0:54  
Let me know if it comes up.

1:00  
We good, we're good.

1:03  
All right, we've got a lot to cover in a short time here.

1:07  
There is a ton that was packed into this resources session or the resources crate.

1:13  
So buckle up and we'll get started.

1:15  
I think everybody knows now who I am, so let's move on to the agenda.

1:20  
We're going to talk a little bit about how we've reorganized to be even more customer centric.

1:27  
We're going to cover the value of support, what all comes with support online resources that are available to you, new resources that are coming and then just reminders about contact information.

1:39  
So Asset Works and Facility Force have always been customer focused.

1:47  
We think of our customers as family and that's that's been ingrained in us.

1:52  
But something Facility Force has been doing since it was formed is taking that a little bit further and organizing ourselves, our systems, our processes to be even more customer centric.

2:04  
And as a customer, I just want to remind everybody the different parts of our company that you might interact with, when and why.

2:12  
And for most people, and this is organized in kind of a life cycle fashion.

2:19  
For most of you though, the relationship starts off by talking to sales and marketing.

2:24  
And then when you do an implementation, you're working with our professional services group.

2:30  
Once something's once you go live and you have an issue with something you need help, you contact customer care or IT services.

2:39  
Our product development team engages with you when they're looking for customer feedback on ideas, looking for new ideas, new ideas that we can drive as initiatives for developing new product.

2:53  
And then account services is there for billing related issues or contract questions, those kinds of things.

3:03  
And then kind of the newest team that's part of facility forces customer success.

3:07  
Everybody has a designated customer success manager who's purpose goal is to proactively reach out to you, understand your goals with our solution and help however we can for you to achieve those goals.

3:26  
Now this this whole process can can start over.

3:30  
If you know now you're, you've implemented O&M and now you're looking at a different module in the system, you might engage with sales and marketing again to work through implementing something new.

3:40  
So you can think of this as somewhat of a life cycle.

3:44  
So the value of support, product advancement.

3:50  
We do 2 new releases, scheduled releases a year.

3:54  
And then we also do patches as needed, hot fixes if the need arises.

4:01  
Those are available to everyone who's current on support.

4:07  
Priority defects are addressed in in a number of ways.

4:12  
If it's something critical, that might go out as a patch.

4:15  
If it's a more minor bug, we put it in a queue and we address bugs in every release, technical and security updates.

4:24  
We stay on top of technology so you don't have to.

4:28  
If underlying technology needs to change, we're adapting to that as we go and we're paying attention to that every day.

4:36  
And product accessibility, we make sure to test our software to accessibility standards so that it complies.

4:46  
Some recent achievements, couple of these were in place last year, but Sock 2 compliance, we talked about this a little bit last year.

4:53  
We've gone through our second audit now successful audit and to maintain our Sock 2 compliance.

5:00  
This is critical.

5:02  
You should, you should feel, you should feel secure working with us in that as a Sock 2 compliant organization, it means we're maintaining the highest level of security awareness around the handling of your data.

5:20  
And then if you need it, Fedramp compliance can be achieved through our AWS hosting, which we're going to talk about a little bit later today.

5:30  
But there is an option through AWS and their Govcloud to get Fedramp compliant hosting.

5:38  
And then the newest achievement late this last year, December of 2023, we, we achieved text ramp Level 2 certification.

5:46  
So we are security is one of the highest priorities for us.

5:51  
We want to stay on top of this stuff.

5:52  
We want to be on the leading edge of security.

6:00  
Our support, we've always tried to achieve or or provide the highest level of support to our customers.

6:08  
As you know, we've got 7 to 7 central time call in support available where you can talk to humans.

6:17  
And then there's 24 by 7 access through the customer care portal where you can view tickets or submit tickets that way self-service.

6:26  
And there's a searchable knowledge base of KB articles through the customer care portal for all the users.

6:36  
There's embedded online help within the product within AIM or operate, you can get to online help and there's a customer Resource Center.

6:45  
We'll go through this in a little more detail here in a second.

6:47  
There are tons of resources available in the customer Resource Center, and now there's customer success management, a person you can reach out to to figure out where to go for more help.

7:03  
So just kind of recap what these resources are, the online resources that are available to you and who can get to those.

7:11  
There's the customer care portal for ticket management and knowledge base articles and that's primarily for key administrators within each customer organization.

7:24  
Then there's online help.

7:25  
Anyone who is a user of Aimer operate can get to the online help.

7:31  
There is a listserv user group that is still asset works based and I'm going to speak to this in a minute, but you are welcome to join that still.

7:40  
But we're looking at an alternative to establish a facility force user group.

7:45  
Then the customer Resource Center.

7:47  
The customer resources of Resource Center is part of our website where you can get to webinar recordings, training videos, release notes, data sheets on other products and so much more.

8:01  
There are hundreds of recordings in there, so it wealth of information for new users and and even experienced users alike.

8:15  
And then customer success pages, the last column here, anyone who's a customer contact can get to either the customer Resource Center or the customer success page.

8:26  
What's different about the customer success page is it is private content unique to each customer.

8:33  
And we'll take a look at 1:00 here in a second.

8:35  
But we put information on that page that tells you who your contacts are within facility force, who your account manager is, who your customer success manager is.

8:45  
We give you information about which products you own.

8:48  
We can even post recordings of meetings we've had or demos we've done with you or project documents to that page.

8:58  
It's a place where we can share content with you privately, unique for each customer.

9:06  
One thing I wanted to drill into a little more are enhancement requests and just what our process is for that.

9:12  
One of the things you can do through the customer Care portal is submit enhancement ideas and we take those seriously.

9:21  
We look at each one, we ensure that we understand what the request was and we'll come back to you For more information.

9:30  
If if it wasn't clear.

9:32  
So we vet those ideas, we compare them with a database of enhancement ideas we already have.

9:39  
And if, if your idea is the same as a different idea that was submitted previously, we add your vote to it.

9:45  
And then every release cycle, which we do 2 main releases, two major releases a year, we review those enhancements and we select some to be included in the next release.

10:00  
Now you might ask, well, how do these ideas get selected?

10:05  
And I can tell you it's a little bit art and science because every release has they might, it might have a theme to it.

10:13  
We might be focusing on a certain area of the system.

10:16  
It just depends.

10:17  
But these are the things that will give priority to certain enhancements, ideas that have multiple votes, ideas that fit a release's theme or ideas that benefit the customer base broadly.

10:33  
Now is there a way to short circuit that and the answer to race to the front of the line And yes, there is.

10:41  
If your idea is something that's critical to you that may not be important to the whole customer base, we can do that as a paid enhancement or custom development.

10:53  
So if, if you have an idea or enhancement that is important to you, you can always approach us and ask for, well, what, what would it take to get this done sooner for us?

11:06  
And we'll, we'll get you a quote on that.

11:10  
All right, So the customer Resource Center, I said this was packed with content and I'm not kidding.

11:17  
There are hundreds of webinar recordings and training videos out there.

11:22  
The one thing I think we're going to work on one of our focuses this year is organizing that even better because it may not be apparent as you first get in there how much is really there.

11:33  
But there are hundreds of videos and we want to make it kind of easier for you depending on what your focus is.

11:39  
If you're a brand new user, what's the content that's important to me?

11:43  
If you're you're taking on ready or Engage as a new product, where's the content that's going to help me with that?

11:49  
Or, you know, just depending on your role, we want to make it easier to find this content, product release notes, data sheets and so much more.

11:58  
And you might be asking how do you get to the customer Resource Center?

12:02  
Well, there are a couple ways on the website.

12:07  
In the upper right hand corner, there's a login button.

12:10  
Under resources, there's a choice for the customer Resource Center.

12:15  
Either of those will get you there.

12:18  
If you've never visited the customer Resource Center, it's going to ask you to register.

12:22  
It's really simple name and e-mail address and if we already have you in the database, you're immediately going to get access.

12:29  
If you're a new person, we go through just vetting to make sure you're with that organization and then we turn on your access, but pretty simple process.

12:42  
And then your customer success page.

12:45  
Once you are, you've registered for the customer Resource Center and we've associated you with a particular customer account, then you're going to get a banner on the the website that invites you to your private page, this customer success page.

13:01  
And there is so much content on here.

13:04  
Again, it shows you who your contacts are within the company.

13:08  
Anything we've posted there specific to our relationship with you, it might be demo recordings or other documents and other products you may be interested in.

13:20  
So ton of content on your customer success page and you can bounce back and forth between your private customer success page and the customer Resource Center, which is available to everybody.

13:32  
So easily hop between the two.

13:37  
So new resources coming last year during Elevate, we surveyed you on what what's most important, what do you want to see next?

13:48  
And we've been working on this.

13:51  
The, the top vote was for a new facility force user forum.

13:55  
And I think we've identified the platform we want to roll out and I'm hoping to do that within the next couple quarters.

14:02  
So keep your eyes open.

14:04  
The idea here would be to have an online community more than the listserv that used to exist with Asset Works where you can post questions and other customers can chime in.

14:18  
We can have various threads of conversation, share ideas, share challenges and solutions to those and so on.

14:25  
So keep your eyes open for news on that.

14:27  
The second priority was more training videos.

14:30  
We've been working on this.

14:32  
We don't stop working on this.

14:34  
We regularly add training content to the customer Resource Center.

14:38  
And I'd, I'd say the one other thing we're looking to do here, well, I already mentioned we're looking to reorganize the content so it's easier to find what you're looking for.

14:48  
But we're exploring even ideas to maybe leverage AI to index all the content that we have out there where it might be even easier to find content on the topics you're looking for in person, regional user conferences.

15:08  
Yes, this was another virtual conference we'd like to get.

15:12  
Just like you, we'd like to get back to doing face to face meetings and hope to do that here real soon.

15:20  
And thinking that one way we can we can work our way toward that is maybe to do a couple in person regional user conferences that might involve finding a customer that's willing to host a meeting of maybe 20 or 30 people.

15:38  
So I would just put it out there that if you might be willing to do that, if that sounds of interest to you, reach out to me, love to chat and see whether we can work something up on this.

15:49  
I think we'll try to keep Elevate at the beginning of the year in the spring and maybe do regional conferences in conjunction with the fall release possibly.

16:00  
So let me know, let me know if you might have interest.

16:05  
Virtual product roundtables.

16:07  
Our product team is tasked with having a pipeline of initiative ideas.

16:16  
We always need to be enhancing the product, small enhancements and large enhancements as well.

16:24  
So we we're going to work with our customers.

16:27  
We're going to be engaging our customers a lot more this year to find those initiative ideas.

16:35  
So if the product team is reaching out to you, would appreciate you giving them a little time.

16:39  
They'd love to watch over your shoulder and get to know some of the challenges that you have on a day-to-day basis so that we can find solutions to those customer success series webinars.

16:55  
Again, this is just an ongoing effort.

16:58  
We're not going to stop doing this.

17:00  
So keep an eye on the calendar.

17:02  
We we do webinars on a regular basis.

17:08  
Reminder, this is a number.

17:10  
It changed last year and the easy way to remember it at the 833 FRP soft.

17:23  
So why might you contact different departments specifically?

17:27  
Well, if you have a technical issue, need a support, need support help, you can call that main number, choose option 1 to get to customer care.

17:36  
You can also e-mail support@facilityforce.com or you can use the customer care portal on the website.

17:47  
If you want information on a new product, need a quote on hosting or whatever it might be, you can contact your account executive directly.

17:56  
Or you can call the main number and choose option 2 or e-mail sales@facilityforce.com.

18:03  
And if you're not sure who to contact, your question isn't one of those other two obvious ones, you can contact your customer success manager and that would be through the main phone number option threeorcustomersuccess@facilityforce.com.

18:19  
One other e-mail I will mention is if you're having any trouble or questions about getting to the Customer Resource Center, you can contact marketing@facilityforce.com.

18:30  
Our marketing team is they're the ones who have built that out and they do a great job of supporting folks if they have any trouble accessing that.

18:39  
So please reach out to them and how we doing on time.

18:45  
Rangerang Well, we're a little over, but that's OK.

18:50  
We'll just keep on moving.

18:51  
So thank you, Kevin.

18:53  
Those are some great tools that's going to help us on our journey to the top of this mountain.