

Precision Intelligence

# A Smarter Support Strategy

## Industry Expertise



Knowledge Taking You Further

Experts across disciplines, so issues are resolved quickly and effectively instead of stalling in ticket limbo.

## Proactive Reliability



Staying Ahead of Your Issues

Prevent problems before they disrupt operations, minimizing downtime and maintaining productivity.

## Tailored Solutions



Built to Meet Your Goals

Solutions aligned to your processes, with clear, easy-to-understand updates.

## Who We Are

We provide fast, expert support services that goes beyond industry standards. From testing and training to configuration, we anticipate problems before they slow you down. Our solutions are designed around your processes and goals, so you can optimize performance, minimize downtime, and achieve long-term success.

## What We Do

**We Don't Escalate; We Swarm:** We tackle your issues head-on, assembling experts to resolve issues quickly and transparently.

**Supporting Your Business, Not Just Software:** We get your business, prioritize what matters, and deliver solutions that drive real outcomes, not just checkboxes.

**Solving Problems Before They Happen:** Proactive analytics help us spot challenges early, offer guidance, and keep your team efficient while maximizing your product value.



**50+** Years of Industry Knowledge



**55+** Applications & Systems Expertise



**400+** Data Conversions



## Outdated Support Models Stall Your Success

Businesses often find themselves caught in the knot of complex software. Standard support models, reactive and rigid, leave you juggling **unresolved issues and wasted hours**— pulling focus away from what drives your business forward.

### Collective Expertise, Rapid Results

Our expert swarm tackles issues immediately, resolving problems before further escalations are needed. Their fast and collaborative action keeps your business running smoothly.

## Stretch Services Swarm



### Stop the Escalation Spiral

Don't let issues pile up. Our swarm methodology solves problems collaboratively and quickly so you can get back to what's important.

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### Smarter Support & Real Business Impact

We provide clear communication, proactive monitoring, and expert insights to resolve issues efficiently– letting your business focus on growth instead of firefighting.

## Common Support Pitfalls

1. **Slow Resolution Times:** Delays on receiving a solution wastes valuable time and slows business operations.
2. **Limited Technical Expertise:** Basic, script-driven support often lacks the knowledge to solve complex problems.
3. **Repeating Information:** Being transferred between agents delays resolution and causes frustration.
4. **Confusing Communication:** Overly technical or poor explanations make it hard to understand and follow solutions.
5. **Inconsistent Service Quality:** Support experiences vary widely due to inconsistent training or outsourced teams.
6. **Broken Promises:** Unmet callbacks, updates, and escalations erode trust and prolong issues.
7. **Hard to Reach Humans:** Automated systems and unhelpful chatbots make it difficult to get real, effective support.
8. **Ineffective Self-Service:** Outdated or disorganized knowledge bases leave you unable to resolve issues.
9. **Misunderstanding Business Impact:** Issues are treated equal, ignoring the business impact of critical problems.
10. **Reactive Support Only:** Often responds to problems after they occur instead of proactively preventing them.

## Stretch Services Difference



- **Rapid Response:** Fast, prioritized support services keep you productive.
- **Expert Problem-Solving:** Deep technical knowledge to resolve complex issues.
- **Unified Team:** Dedicated team understand your needs; no repeated explanations.
- **Clear Communication:** Transparent guidance makes resolutions stress-free.
- **Proactive & Business-Focused:** Prevent issues and prioritize for business impact.
- **Reliable Access:** Direct access to experts for quick answers and solutions.

### Support That Works for You

Stop juggling issues and wasted hours. Get proactive, expert-driven services that keeps your business moving forward.