



FUSION5
CustomerSuccessTeam

Customer Success Team.

Continually improving your experience



[Fusion5.com.au](https://fusion5.com.au) | [Fusion5.co.nz](https://fusion5.co.nz)



CUSTOMER SUCCESS TEAM

Welcome to Fusion5

“ Hi, I'm Rebekah (Bex) Pine and I'm proud to be the General Manager of our AU/NZ Customer Success Team.

I lead a team of more than 60 people who are dedicated to looking after you and your software applications.

We are committed to providing you the best possible customer experience. This includes a strong partnership, experienced people, innovative ideas and solutions, outstanding support services and unequivocal commitment. We keep our promises, because we want you to become a 'customer for life'.

And I'm here for you with more than 15 years' experience in Service Delivery and Customer Service.

I'm passionate about your success. I have a 'straight up' attitude coupled with a can-do commitment and together with my team look forward to delivering you a customer experience which is second to none and #makingpotentialreality. We look forward to working with you.

Kind regards,

A stylized, handwritten signature in black ink, consisting of a large, looped 'R' followed by a horizontal line extending to the right.

Rebekah Pine

General Manager
Customer Success & Employee Engagement,
Customer Success Team, AU/NZ

Contents

We deliver success

We're not just here to support your business software on a day-to-day basis. We work proactively to improve your application functionality and knowledge, so you get more value from your investment, year after year.

[// Page 4 //](#)

Infusion is only a click away

Our world class web-based support and work request application, Infusion, is available 24/7. And you have access to a wealth of self-help information through our knowledge centre.

[// Page 5 //](#)

Priority levels and response times

Your definitive guide to assigning a priority to a support issue, what happens next — and by when. [// Page 6 //](#)

PartnerPlus

We give you support options, so you can engage with us based on your unique needs. We provide the solutions and level of support that give you control of your technology environment. [// Page 7 //](#)

Our Customer Success Team

Our people are at the top of their game. From our application consultants to our service delivery managers, our team uses real-world experience to provide you with a truly customer-focused service. [// Page 9 //](#)

Support at a Glance

Everything you need on one page. [// Page 11 //](#)





Achieving lifetime customers

We deliver success

We've created a fantastic team who do much more than just 'fix things'. We're committed to ensuring every engagement is a positive one, with high-quality personalised service, clear and consistent communications and reliable delivery.

Providing industry-leading levels of support is business-as-usual for our Customer Success Team. We keep your applications up-to-date and fully optimised. Your business runs smoothly, efficiently and without interruption. Your future success is just as important, so we like to take things further.

Joining one of our PartnerPlus programmes gives you an even higher level of engagement with our Service Delivery Managers (SDMs). As well as keeping you informed about functionality enhancements in upcoming version upgrades and reviewing any ongoing or unresolved issues, your SDM provides thought leadership and direction during those business critical 'where to from here' discussions.

We focus on finding ways to add value, so you get more than you expect.

PARTNER | INNOVATE | COLLABORATE

Our promise to you



Strong partnership

We're part of your team.

We'll make it our business to know your business.



Experience

We hit the ground running.

Our people have the knowledge and expertise you are looking for.



Forward thinking

We'll offer innovation ideas and solutions.

If there is a better way, we'll tell you.



Support

We are there when you need us.

Phone, email, text or chat, we'll listen and respond.



Commitment

Getting it right, getting it done.

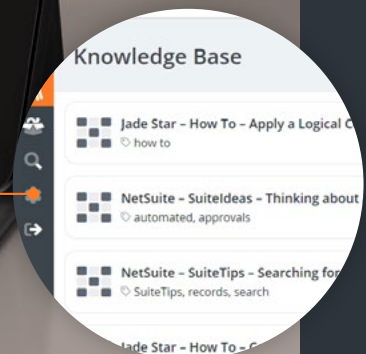
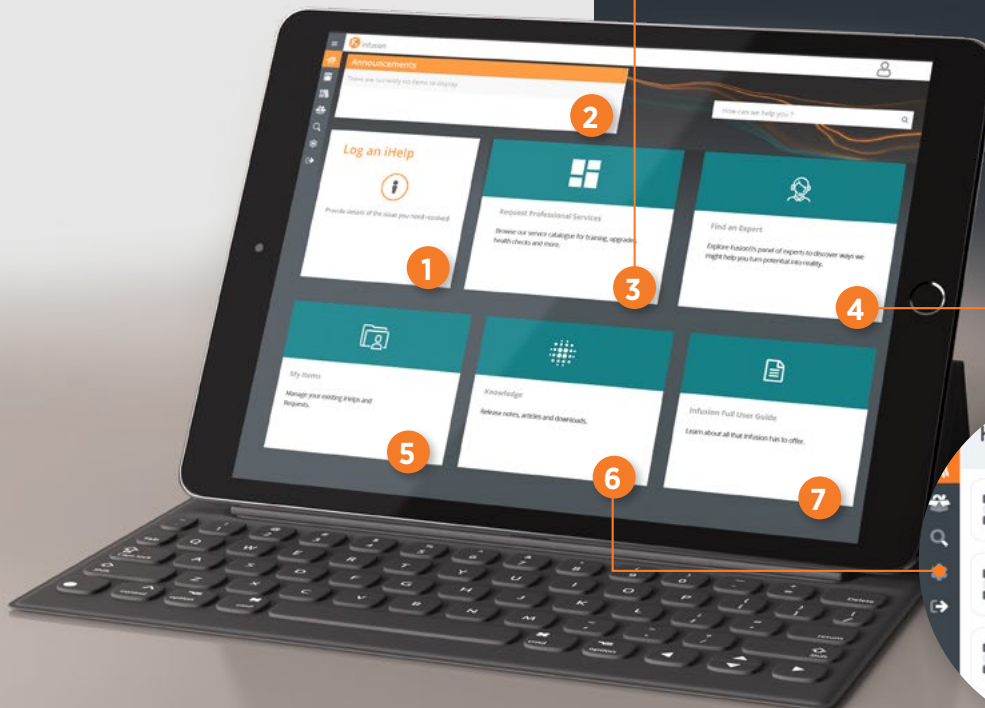
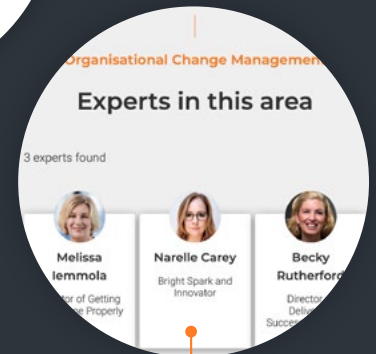
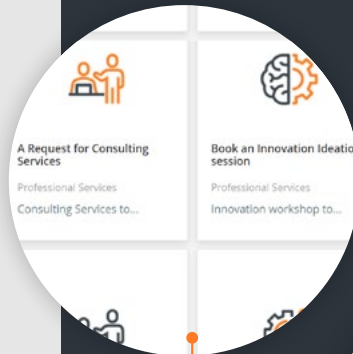
Delivering quality through great planning and smart execution.

Introducing Infusion

Your one stop shop for all things Fusion5 – 24/7

Here you can:

01. **Log an iHelp** – Each ticket raised notifies a team of consultants and your Service Delivery Manager for prompt support
02. See **Announcements** about upcoming maintenance, known outages and need-to-know information specific to your product
03. Request **Professional Services** such as a Health Check, Consulting Services or a new Integration Fusion5 offers
04. **Find an Expert** in every area of business Fusion5 offers
05. View, manage and update your **Open Items**, such as support issues and other service requests
06. Access a range of documents from release notes to handy hints in our **Knowledge Database**
07. Make the most out of Infusion with the **Full User Guide**



What happens next and by when

Priority levels and response times

Priority

1 Critical

Customer action: Phone contact stating a P1 issue has been logged

Issue acknowledgement: Within 30 minutes

Fusion5 provides support until:

- The problem is resolved, or
- an alternative work around is found permitting a downgrade in severity



Target resolution time: four hours*

Priority

2 Urgent

Issue acknowledgement: Within 60 minutes

Fusion5 provides support until:

- The problem is resolved, or
- an alternative work around is found permitting a downgrade to P3/P4
- a new plan and timetable is agreed with you for problem resolution



Target resolution time: two business days*

Priority

3 Standard

Issue acknowledgement: Within 60 minutes

Fusion5 provides support until:

- The problem is resolved, or
- an alternative work around is found permitting a downgrade to P4
- a new plan and timetable is agreed with you for problem resolution



Target resolution time: five business days*

Priority

4 Request

Request acknowledgement: Within 60 minutes

Fusion5 provides support until:

- The request is processed, or
- a plan and timetable are agreed with the customer for the request to be processed



Target resolution time: within agreed timeframes*

* Target resolution timeframes are provided as a guideline for PartnerPlus customer only.

Providing more extensive services

PartnerPlus

Naturally, we support all of our customers. But some require more customised or intensive support than others because of their size, the nature of their business, or their access to internal resources.

Our PartnerPlus support offerings provide more extensive coverage, extended hours and options for a range of enterprise management services.







PartnerPlus

PartnerPlus ensures that your critical business systems always meet your business needs.

Fusion5 makes committed resources available to PartnerPlus customers to support ongoing business initiatives, assist with user queries, provide advice, deliver support and training, and deliver setup, configuration and issue management. These activities are given priority ranking, and subject to predetermined KPIs for response times.

As a PartnerPlus customer you have the option to purchase pre-paid support hours in advance. These hours can also be used to complete smaller work orders.

PartnerPlus gives you access to:








-  Access to Infusion portal
-  A dedicated Service Delivery Manager
-  Business day coverage of 9½ hours (8:00am - 5:30pm — excl. weekends and national public holidays)
-  Prioritised issue management and resolution
-  Access to a wide range of highly skilled Customer Success Team consultants throughout Australia and NZ across all Fusion5 solutions
-  Personalised reporting

PartnerPlus Platinum

PartnerPlus Platinum is our premium support offering, developed for customers who need tailored options for advanced IT support.

PartnerPlus Platinum customers receive all the same services as PartnerPlus customers, and also have access to options ranging from innovative, value-add point solutions to enhance your application investment, through to complete 24/7 infrastructure management.

Additional options available under PartnerPlus Platinum include:

-  24/7 technical coverage
-  24/7 infrastructure management
-  Monitoring and alerting
-  Scheduled patching
-  Health checks
-  Value-add software
-  Performance benchmarking

Description	PartnerPlus	PP Platinum
Service Delivery Manager	✓	✓
Access to Infusion Portal	✓	✓
Committed Response Times	✓	✓
Priority Service and Escalations	✓	✓
BAU Support	✓	✓
Break/Fix	✓	✓
Monthly Reports	✓	✓
Preferential Rates	✓	✓
Prepaid Hours	✓	✓
24x7x365 Technical Support	✗	✓
Monitoring / Alerts / Response	✗	✓
Security Assessments	✗	✓
System Patching	✗	✓
Proactive Health Assessments	✗	✓
vCIO / Roadmap Planning	✗	✓

Our Customer Success Team

We're proud of our people. They're at the top of their game, highly knowledgeable and experienced, and focused on your happiness and success.



Service Delivery Managers

Our SDMs are responsible for maintaining a strong and effective support relationship with you. They make sure that you are heard, that your issues are attended to quickly and any new work requests are thoroughly scoped and well delivered.



Customer Success Coordinators

Our coordinators work with our Consultants and Service Delivery Managers, responding effectively and properly resourcing your support requests. They're also responsible for bringing value-add initiatives to your business.



Consultants

Our Consultants provide all your application support. They evaluate your issues and work with you until issues are resolved and you are completely satisfied with the outcome. Our Consultants provide support across all our solutions. They suggest continuous improvements to your application investments as well as providing a highly responsive break/fix service.



Customer Success Administrators

From providing support for our Service Delivery Managers to giving back-up cover to our Coordinators, our Administrators are key to making the day-to-day running of our team as efficient and effective as possible.



Consulting Manager

Our Consulting Manager manages our Consultants to help you optimise and gain real value from your solutions. They make certain your issues and requests are responded to in a timely manner to ensure you are happy with the outcome.



Delivery & Operations Manager

Our Delivery & Operations Manager supports our Service Delivery Managers and Operations team to make sure your experience with us is the best it can be. They're also responsible for making continuous improvements to our processes and systems, such as Infusion.

Reliable | Innovative | Available

Your partner for business solutions that make a difference



**Software
Applications**



**Managed
Services**



**Innovation &
Integration**

We don't believe in change for change's sake. We use a set of criteria that never lets us — or you — down. Whatever challenge your business faces, we ask:

Will the solution we recommend meet your business needs, add real value, streamline and improve your processes and operations, strengthen your customer and employee relationships, and help you to compete, thrive and grow?

And then, **we deliver. #makingpotentialreality**

Software Applications

Streamline, optimise and enhance all areas of your business operations with our world-leading software solutions.

Managed Services

Empower your business and make better use of your in-house resource with outsourced infrastructure, systems and support.

Innovation and Integration

Evolve, grow and improve the way you do business by harnessing mega-trends with powerful new digital technologies.

Support at a glance

- The Fusion5 Customer Success Team is available from 8:00am–5:30pm, Monday-Friday (excl. national public holidays).
- Extended support hours are available as part of our PartnerPlus Platinum support offering and additional support coverage can be arranged as and when required
- Please contact us with any questions, comments, suggestions or concerns

» infusion.fusion5.com.au

» **AU:** 1300 156 640

» **NZ:** 0800 354 357

Priority 1: Critical

Business critical operations are interrupted or halted and deadlines are threatened.

Priority 2: Urgent

Normal business operations are interrupted and may be restricted. Users are able to work, but have limited access or ability to complete tasks.

Priority 3: Standard

Normal operations are not impacted and a temporary workaround can be found.

Priority 4: Request

You'd like to ask general questions or get more information on how the application works.

We are Fusion5

Fusion5 provides business solutions and services that support you and your business in making potential reality.

Working with global technology leaders such as Microsoft, Oracle, IBM, and Workday, we partner with our customers to help increase operational efficiency, create people-centric cultures, strengthen customer relationships, and plan better for the future. By modernising and optimising the tools, systems, and processes your company uses, we can help you thrive. When we work with you, we don't recommend technology for technology's sake. What drives us is delivering outcomes that genuinely improve your business. Our business experience

and insights from multiple industry sectors, advanced understanding of the solutions we offer, together with innovative technology that can be wrapped around them, means we can offer 'fit for you' solutions that deliver tangible results for your business.

We realise adopting new technology is not just a one-off activity — it requires change management, support, and continuous improvement to ensure your digital journey evolves with your business. We're here to partner with you through all aspects of the journey.

#makingpotentialreality