

# Manufacturer Strategy, Requirements, Evaluation, and Agreement

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## ▲ Our Client and the Project Situation

- Fortune 100 manufacturer
- Technical support had challenges with long handle times and access to technical information that resided in manuals or with individuals

## ▲ Strategic Contact Project Work

- Developed strategy to improve handle times and introduce CC technology to improve efficiency
- Facilitated requirements definition, vendor qualification, evaluation/selection, SOW and SLAs

## ▲ Strategic Contact's Value

- Designed processes using ACD and KM to reduce handle time and improve technical information structure and access
- Helped CC and IT/Telecom select the right KM vendor to integrate with their environment and meet their functional, technical, implementation, training, and support needs

Strategic Contact has frameworks for requirements, evaluation criteria, vendor qualification, SOWs and SLAs that can be tailored to client needs