

InfoResponse – The Right Solution



Stu Madison
Vice President of Technical Support Services
Information Builders

What other companies spend on marketing, Information Builders spends on customer service. Our *InfoResponse* Premium program is the showpiece of that investment. Our support team acts as an extension of your business by working to understand your challenges and ensuring that your needs are quickly met. New customers often find a unique set of challenges in deploying the latest software, but our goal is to drastically reduce the time it takes to learn, build, test, and deploy new solutions.

InfoResponse supplies premium customers with a dedicated account manager who acts as a constant liaison between your organization and Information Builders. Your account manager proactively watches the cases you log with our Help Desk, reviews issues, and delivers progress reports. They also provide the mentorship and guidance necessary to get your systems up and running.

“Being able to work directly with a dedicated account support manager on a regular basis,” says Ace Hardware’s Brian Cook, “is like having an extra person on your team, tracking and following up on your support issues.”

In addition to a higher level of support, Premium customers are invited to join our Advisory Council and participate in Quality

Assurance testing. The Advisory Council allows customers to help plan product enhancements and collaborate with top company executives. Including a solution in our Quality Assurance Test suites lets you test applications and ensure that any issues are corrected before they are deployed.

“*InfoResponse* Premium extends your reach into the heart of our development organization to reduce production downtime and to develop the necessary features for mission-critical projects,” says Stu Madison, vice president of technical support services. Return on investment is always a consideration when you purchase anything. We save you time and money by improving application deployment times and optimizing IT’s productivity.

Call your local Information Builders branch representative today and let them show you how *InfoResponse* Premium can work for you. 