

Customer Success

Overview

FusionOps is a supply chain analytics company that brings together cloud, Big Data, and a next-generation, self-service platform to deliver global supply chain visibility. Built into FusionOps is a **philosophy and culture that empowers every person** who touches a customer to do everything possible to exceed expectations and make the customer successful.



People, Process, and Technology

Team

FusionOps people are **experts in supply chain, business intelligence, and software**. Each of us comes to FusionOps with domain expertise in at least one of these areas and is quickly immersed in the others through our training and shadowing program.

Every FusionOps customer is assigned a **dedicated Customer Success Manager**.

Each manager ensures that the customer is receiving exceptional value from FusionOps and regularly leads a team of FusionOps leaders to deliver executive business reviews. During implementation periods, each customer also receives a **dedicated Technical Services Manager** who is a project management and system configuration expert. For regular customer support needs, a 24/7 team is ready to keep you successful.

Methodology

Evolving from years of successful analytics deployments for the world's largest enterprises, the FusionOps Customer Success team utilizes a best-practice implementation methodology to deliver a solution that is complete, validated, and transitioned to our customers.

Systems

FusionOps employs leading-edge project management, incident-tracking, and support systems (that customers likely use themselves) to better serve our customers. These systems are exposed to customers to integrate with their own people, process, and technology. **FusionOps also uses FusionOps** to analyze and ensure the health of our customer deployments.

Successful
Customers



“We have a large number of complex requirements and have worked hand in hand with FusionOps to quickly deliver visibility into our operations...They are delivering.”

– Fred Pond, CIO, **Columbia Sportswear**

Implementation Services

FusionOps' proven methodology, comprised of standard deployment and configuration tasks, guides every implementation. FusionOps customers with production implementation projects have the following service elements available for their project delivery:

- Project Management & Methodology
- Business Intelligence Expertise
- Supply Chain Expertise
- End-User Training
- User Roles Setup & Guidance
- Configuration of Pre-Built Reports, Dashboards, & Infographics
- Data Source Connection
- Data Extraction
- Data Validation & Testing

Get into production fast with an implementation that is streamlined and full-featured! New customers benefit from the **FusionOps Jumpstart**, which is a fixed-price, all-inclusive package.



Premium Services

FusionOps offers a wide-range of development and strategic services to meet unique requirements related to our customers' industry, end-users, or disparate data sources. Customers engage FusionOps for assistance in the areas of:

- Custom Measures & Dimensions Development
- Custom Reports, Dashboards, & Infographics Development
- Data Harmonization of Multiple Sources
- Supply Chain Analytics Strategic Consulting for:
 - Pharma
 - Apparel & Footwear
 - Factory Quality