



HighJump Customer Service Advantage

Empowering Real-Time Visibility

By leveraging the power of the Internet to provide your customers and supply chain partners real-time access to the information they need, the HighJump™ Customer Service Advantage solution empowers you to strengthen bonds with your customer and supplier bases—driving new revenue and improving performance.

Integrated into your company's existing Web presence, HighJump Customer Service Advantage acts as a portal through which customers and partners can access essential information based on privileges you authorize. With Web-based "self-service," this solution not only facilitates customer satisfaction by providing quick response, but it also reduces your service staffing requirements. This enables bottom-line savings or reallocation of staff to higher-profit business centers.

Clarifying Order Status—and Crystallizing Customer Support

Customer concerns tend to revolve around order status issues—order receipt, time to delivery, picking status, shipping information and so on. By providing a wealth of order lifecycle information, HighJump Customer Service Advantage helps to ensure you're able to take a proactive approach to customer service. Information includes metrics such as:

- Available inventory levels
- Date and time that orders are received, picked, packed and shipped
- Package tracking numbers
- Shipping, delivery and other logistics data

Highly Secure and Easily Configurable

With HighJump Customer Service Advantage, you determine the level of access your customers, partners and employees have to information. In today's rapidly changing markets, companies need highly configurable systems—systems that don't tie up time, personnel and capital by requiring change at a code level. HighJump Customer Service Advantage has an adaptable architecture that helps to enable fast and straightforward configuration.

The Bottom Line—Powerful Benefits

By providing a simple means of delivering real-time order lifecycle information, HighJump Customer Service Advantage helps you meet increasing customer demand while improving customer service.

Benefits include:

Improved customer satisfaction

In today's environment, organizations must deliver on orders quickly and precisely to sustain and improve customer satisfaction. HighJump Customer Service Advantage supports this by speeding and simplifying customer access to order lifecycle information.

Lower operating costs

By empowering customer self-service via the Web, HighJump Customer Service Advantage reduces service staffing levels. This translates into bottom-line savings through lower overhead or reallocation of resources to more profitable activities.

Higher service levels

By providing accurate and timely information to customers, partners and personnel, HighJump Customer Service Advantage supports a higher level of service across the enterprise.

Benefits	Features
Real-time access to available inventory, order status, tracking and other logistics data	<ul style="list-style-type: none">• Strengthens customer satisfaction• Improves performance• Reduces complexity
Web-based self-service	<ul style="list-style-type: none">• Speeds response to customer queries• Reduces staffing requirements• Allows for efficient allocation of personnel• Lowers operating costs
Integrated "look and feel" with your Web site	<ul style="list-style-type: none">• Provides ease of use and navigation• Provides brand and messaging support
Password-protected access	<ul style="list-style-type: none">• Offers a high level of security• Tiers information access based on customer or employee profile
Adaptable architecture	<ul style="list-style-type: none">• Provides ease of configuration• Lowers training and maintenance costs• Enhances flexibility to accommodate rapid market changes• Offers tailored views

