

## Solution Service Manager

Get a good start and continuation of your customer relationship with us!

Make a smart investment when you start your customer journey with Eye-share. Order a Solution Service Manager as your central customer contact to ensure good communication and enable optimal utilization of your eye-share solution. With a Solution Service Manager you will have a dedicated customer contact who gives you an overview and assists with operating status, handling change requests and communicating any challenges and suggestions for corrections.

### The service includes

- named contact person, your Solution Service Manager
- first point of escalation, your Solution Service Manager
- control and overview of the cases that have been reported at any time
- quarterly follow-up meeting initiated by the customer

### Prerequisites

- All issues are reported via our ticket system ServiceNow Both parties then have control over which tickets have been reported, answered and resolved at any given time.
- Your Solution Service Manager understands how your Company uses the eye-share solution, and are aware of any special circumstances.
- Your Solution Service Manager is not necessarily the one who solves your tickets, but will always be up to date on the status of your tickets and customer relationship with us.

### Prices

The service is offered as a monthly subscription, and additional services are billed on an hourly basis.

### We are happy to help you!

For sales proposal or further information, contact Manager Solution Services; Siw Gjerdingen on +47 988 23 899