



PRODUCTIVITY SERVICES POWERED BY BINARY TREE

Quickly maximize the use of new solutions and tools

You've just rolled out a powerful new tool. Now Binary Tree can help make sure your employees get the most from it. Studies show that people tend to use only a fraction of the technology available to them. Instead, they rely on familiar, basic approaches that don't take advantage of the latest features and might not be as efficient. So to help your employees maximize new tools, Binary Tree offers several ongoing help services:

ON-DEMAND ADVISORS. Employees can access our on-demand advisors 24/7/365. These advisors can field basic to advanced calls about more than 120 applications. We can help your employees solve problems, not just answer questions.

PERFORMANCE SUPPORT. This is a cost-effective way to help your users perform at a high level—from day one—with little to no training. Our software gives users a real-time demo of any business application, which helps them complete tasks quickly and correctly.

SELF-HELP. Gain a one-stop, self-service resource for access to on-demand advisors, videos, tips and tricks, and instructor-led training. Users are one click away from support and online answers to questions about the software they use to get their job done.

TRAINING. On-demand advisors help users embrace the nuances and hidden features of software. We offer a range of one-on-one training, group training, our even custom training.

SOLVE PROBLEMS QUICKLY

- › Offer advisors available 24/7/365 to answer questions and solve problems
- › Give users a variety of training options to fit their schedules or learning preferences
- › Guide users through new applications for minimal ramp-up

INCREASE PRODUCTIVITY

- › Encourage users to be more productive by maximizing new features and software
- › Minimize the time users spend looking for answers with a wealth of help resources
- › Get the most out of your technology investment with an educated staff



Higher productivity

A variety of reliable, expert services give your users the tools they need to be even more productive at work.

Flexible training options

From on-demand support to scheduled training courses, gain access to the knowledge needed to help users benefit from your latest software investments.

User empowerment

Self-help resources empower end users to find the answers when they want, how they want. With videos, libraries of tips and tricks, and even online classes, answers are at their fingertips.

Benefits

- › Minimize time to proficiency
- › Improve productivity
- › Increase performance quality
- › Follow policies and procedures

Service highlights

ON-DEMAND ADVISORS

- › Available 24/7/365
- › Call a dedicated number
- › Request a call
- › Start a chat
- › Email a question

PERFORMANCE SUPPORT

- › Software-guided journey through a task or application

SELF-HELP

- › Videos
- › Tips and tricks
- › Instructor-led training

TRAINING

- › Onsite and virtual
- › One-on-one and groups
- › Floor coaching
- › Interactive webinars



Learn More About Productivity Services and Get Started Today!

www.BinaryTree.com/Services/Productivity

THE BINARY TREE ADVANTAGE

- › Rely on the best: A Gold Microsoft Messaging and Application Development and Gold Cloud Productivity Partner
- › More than 20 years of experience with migrations and transformations for enterprise organizations
- › Migrated more than 7,000 clients and 35 million users
- › Member of the strategic Microsoft Enterprise Cloud Alliance
- › 2014 Messaging Microsoft Partner of the Year
- › Unparalleled support and services for a high quality, customer-focused experience
- › ISO 27001 certified for assurance of quality and security