

## Partnership Services Portal

Enabling channel partners to self-serve  
their IT maintenance contracts

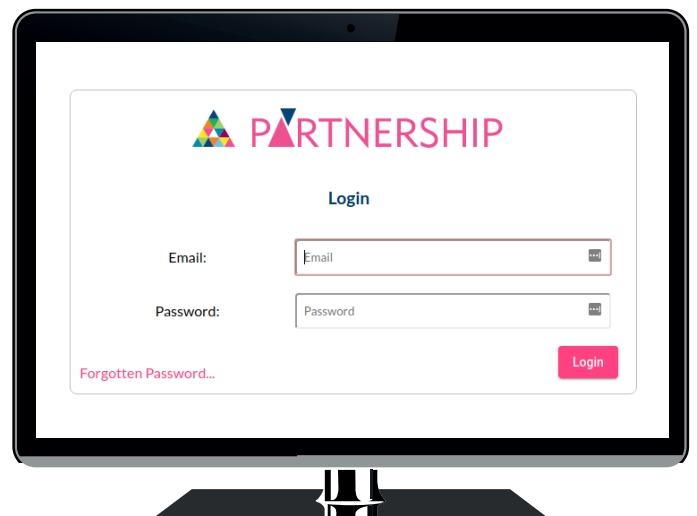


Agilitas understand how important it is for their channel partners to respond quickly and efficiently to the service requests of their end user clients. After many years working closely with our partners' service teams and listening to their needs, it was evident that they required access to an online service portal that enabled them to react quickly and efficiently to their customer fault call requests across their IT maintenance contract base. In response, Agilitas invested in building a services portal that could speed up the time of logging a service-related fault call, tracking its progress and reporting on trends.

Agilitas' innovative, multilingual services portal, PARTNERSHIP, is underpinned by the company's inventory management ERP system named MORSE. Enabling channel partners to self-serve support calls across the UK and Europe. Partnership provides our partners with the tools and information needed to keep their service operation running smoothly and efficiently while giving them the ability to view and manage their own account details, access levels, contracts, documents, billing details and reports from a web interface.

### Benefits for channel partners using Partnership

- A quick and efficient process to fault call management
- Realtime tracking so partners can give customers regular updates
- Analytics dashboard to monitor trends and service improvements
- Increase existing renewals business through the contract tracker



**PARTNERSHIP**  
SERVED BY **AGILITAS®**

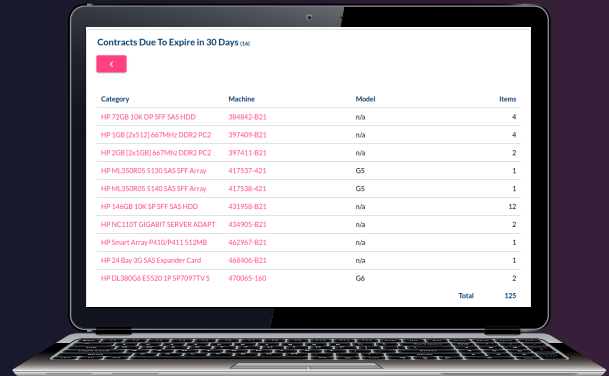
**For further information on how we can  
help your business, get in touch**

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## Customer-driven functionality

- Web-based portal – accessible on desktop, tablet and mobile
- Multiple users with permission-based security
- Renewals management – 30, 60, 90 day reports
- Multi-lingual (English & French)
- In-app messaging

Partnership links directly into Agilitas' systems, ensuring seamless integration when a call is placed. The tool also provides a personalised dashboard for partners where users can see their total number of contracts, 90, 60, 30 day renewals, most popular product types and much more. The latest version of Partnership includes improvements to the layout and visibility of requests and the realtime progression through the system and the addition of multiple shipments against a single reference coupled with multiple consignment and POD data.



Category	Machine	Model	Items
HP 72GB 10K DP SFF SAS HDD	384842-821	n/a	4
HP 16GB 12x12 167Mhz DCR2 PC2	397409-821	n/a	4
HP 3GB 12x15GB 167Mhz DCR2 PC2	397411-821	n/a	2
HP ML350R05 1.20 SAS SFF Array	417537-821	G5	1
HP ML350R05 1.40 SAS SFF Array	417538-821	G5	1
HP 144GB 10K SP SFF SAS HDD	431958-821	n/a	12
HP NC110T GIGABIT SERVER ADAPT	434905-821	n/a	2
HP Smart Array P410/P411 512MB	462967-821	n/a	1
HP 24 Bay 3G SAS Expander Card	468406-821	n/a	1
HP DL380G6 ES520 1P SP7097TV's	470065-160	G6	2
Total			125

