


# ISSUE *care*

 Support Your Users



## Call, Click and Carry On.

Are you trying to get something done but can't because you have an issue or maybe just a question? Call your ISSUE*care* team and click into our virtual support room allowing us to assist you while we watch your screen. If needed, we can take control to show you how to do it. Problem solved. Carry on.

## Listen to Your Users

Review your ISSUE*care* reports to identify training needs and improvement opportunities.

## Free Up Your Resources

Let EMM*care* handle the user support and escalation management activities so your team can focus on managing, enhancing and expanding your Aprimo solution.

## End User Support

- Issue ticket tracking and reporting
- User and system administration
- One-on-one instruction and guidance
  - Telephone assistance
  - Remote desktop assistance
- Troubleshooting and issue resolution

## Escalation Management

- With Aprimo Customer Care
- With Your Solution Management Team



## Contact EMM*care*

EMM*care* is an Aprimo certified partner and has been supporting Aprimo clients since 2003. EMM*care* helps Aprimo clients support & train their users and manage & maintain their Aprimo solution.

