

Free!

Web-based Evaluation

www.supportfusion.com

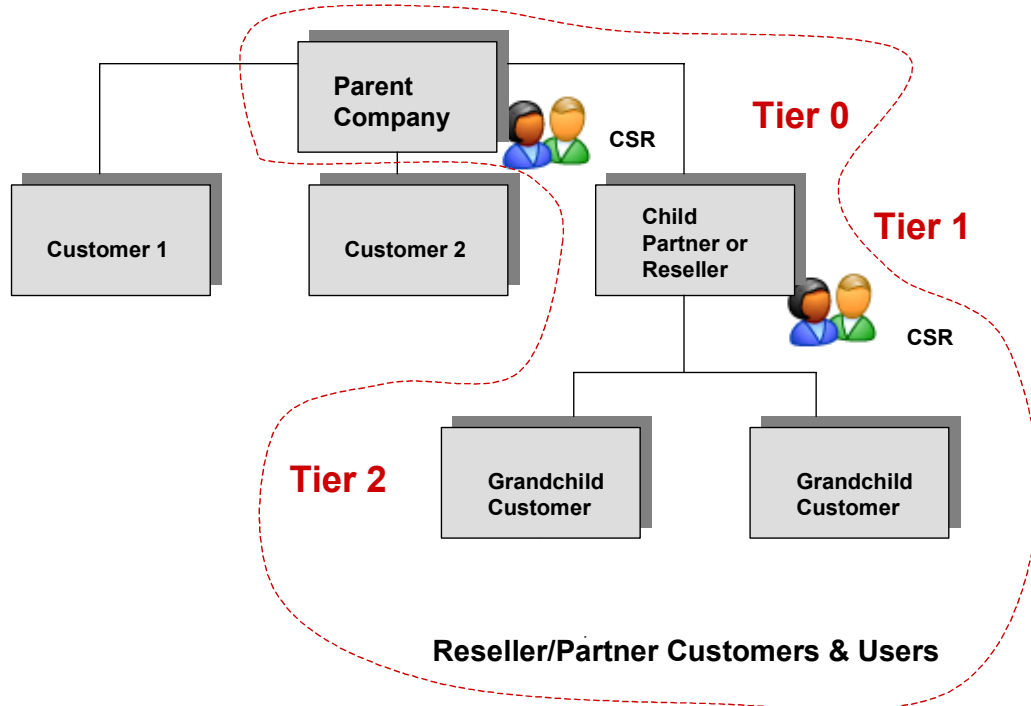
SupportFusion

Partner ManagementTM *Multi-tier Information & Collaboration*

Empower Partners with a complete Support Infrastructure while monitoring performance with Top-Down View

- Enable a complete Support Infrastructure for all Partners within a single system
- Monitor Partner Performance and assist with complex resolutions at varying levels
- Present unique look and feel at each tier level to maintain Partner branding requirements

- Parent/Child/Grandchild Relationships both horizontally and vertically
- Enable call sharing between horizontal tiers for cross-collaboration
- Enable support capabilities between vertical tiers
- Provide unique web branding at each support level or "Tier"
- Multiple tiers function within one single heterogeneous system



Why Use n-Tier Partner Management?

Support Fusion's n-Tier Partner Management is the only solution available in the marketplace today that enables multi-tier, parent/child collaboration and accountability management. Support Fusion's n-Tier capabilities allow companies to generate revenue by providing their partners with a pre-packaged infrastructure. This infrastructure enables Parent companies to assist and collaborate when varying skill levels are required to share information and facilitate closed-loop processing.