

Managing client relationships requires proactive support and tailored solutions. Trace3's Client Experience Management program delivers personalized service and data-driven insights to enhance satisfaction and drive business outcomes, allowing your team to focus on strategic priorities.



Trace3's Client Experience Management services offer proactive support and tailored solutions, enhancing client satisfaction and driving business outcomes. By delivering targeted support and actionable insights, these services boost client satisfaction and drive positive business results.

BENEFITS



BUSINESS ALIGNMENT

Tailored strategies based on client needs, industry benchmarks, and data-driven analysis. This ensures that every service we provide directly supports your business goals and keeps you ahead of industry trends.



ENHANCED CLIENT SATISFACTION

Proactive service delivery and personalized engagements ensure long-term relationships and increased client loyalty. By anticipating client needs and addressing issues before they arise, we help maintain a seamless and positive experience across all touchpoints.



TRANSFORMATIVE EXPERTISE

A collaborative approach using enterprise platforms like ServiceNow to drive service improvements. Our team brings a wealth of experience and innovation to each client engagement, ensuring lasting business success.



CONTINUOUS IMPROVEMENT

Ongoing optimization through regular service reviews, feedback loops, and actionable insights. We continually refine our processes to deliver better value and drive more impactful outcomes for your business.

For more details or to begin your Client Experience Management journey with Trace3, please contact your Trace3 representative or visit www.trace3.com



FEATURES AND CAPABILITIES

Feature	Essential	Enhanced	Enriched
Transition Management	✓	✓	✓
Proactive Management	✓	✓	✓
Risk Management	✓ Periodic	✓ Ongoing	✓ Continuous
Quality Control	✓ Occasional	✓ Quality Monitoring	✓ Continuous monitoring & reporting
Service Level Agreements	✓ Basic SLAs	✓ Standard SLAs	✓ Customizable SLAs
Monthly Performance Review	✓	✓	✓
Quarterly Business Reviews	✓	✓	✓
Performance Reporting	✓ Basic performance metrics	✓ Standard performance metrics	✓ Customized performance reports
Problem Management		✓	✓ + Comprehensive problem RCAs
Change Management		✓	✓ +Comprehensive change control and documentation
Weekly Operational Review		✓	✓
Service Improvement Plan		✓ Optional	✓ Included
IT Planning		✓ Basic IT roadmap development	✓ Strategic IT roadmap development
Priority Response			✓
Client Management			✓
Continuous Improvement Register			✓
Annual Strategic Review			✓
Vendor Management			✓ End-to-end vendor coordination & management
Infrastructure Assessments			✓ Regular environment assessments and recommendations
Detailed monthly and quarterly performance reports			✓
Rapid resolution and remediation of detected issues, aligned with SLAs			✓
Customer Education			✓ Coordination of client knowledge sessions
Predictive Analytics			✓

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