

K3 launches new dedicated customer portal

NEWS

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K3 Business Technology Group (K3) is continuing to improve customer service levels with a website dedicated to SYSPRO and Equator users. The unique K3 SYSPRO Customer Portal brings together a wealth of resources for K3 clients, enabling them to access important information as well as helping them gain rapid access to key contacts.

The company's marketing team has put a lot of thought into the user interface so that everything is set out in a clear and logical format. Customers are presented with a photograph of their K3 Account Manager with contact details as well as hot buttons that take them instantly to the Support Zone or help them to log a Support Call.

The new K3 SYSPRO Customer Portal will help customers to find quick answers to their questions and will streamline communications. The Portal puts the resources they need at their fingertips and is easy to access from any browser-enabled PC. Customers can set up the Portal as a favourite in their web browsers, so that it's only a few clicks away, says Lauren Waterman, Customer Services Manager, K3.

The Portal includes an exhaustive library of 'How to' guides giving step-by-step instructions with screenshots that walk customers through most scenarios they may encounter. These also serve as quick reminders to the training they will have previously received. This growing resource is updated regularly to answer customers' Frequently Asked Questions and provides an encyclopedic knowledge base.

Seminar, event and training course information is posted on the Portal to keep customers up to date with K3 customer activities. Customers will also find the latest news on product developments and service enhancements. A general K3 news section is also included so that customers can keep up to date with who else is using SYSPRO.

We tested the Portal out with a trial group of customers before we launched it and they helped guide us through the various features they required to make it work for them. Now that is available to all our customers, we are looking forward to further feedback so that we can continue to evolve the Portal so that it will provide a constant and useful resource, concludes Lauren Waterman.

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About K3 Business Technology Group

K3 Business Technology Group employs 80 people at its Manchester head office and its branches throughout the UK and Ireland. The company offers solutions in enterprise resource planning (ERP), customer relationship management, advanced planning and scheduling, warehouse management, human resources and e-business. SYSPRO is used by some 14,000 sites across the world. K3 Business Technology Group is part of K3 Business Technology PLC which is a global leader in providing next-generation enterprise software for businesses in the retail, manufacturing and distribution sectors. With more than 3,000 customer installations in over 30 countries, K3 is recognised as a safe, innovative and reliable provider of world-class solutions, backed by world-class service.

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