SupportPointCloud
product fact sheet

SupportPointCloud is software designed to make it easier for your front line and back office employees to perform their jobs right – first time, every time. It offers real-time navigation that can effortlessly guide your team members through complex policies, procedures and systems, helping to dramatically improve efficiency and accuracy, while simultaneously cutting operating costs and training times.

With SupportPoint, users can quickly and accurately navigate and coordinate multiple applications, disconnected information sources and critical regulatory procedures.

And best of all, SupportPoint doesn't replace your existing enterprise software and business processes, rather it adds greater value to these systems by allowing your staff to work with them in a more efficient and productive manner.

By reducing training and time to competence, increasing throughput and accuracy, and increasing staff and customer satisfaction, SupportPoint will deliver fast results and pay for itself within the first year of implementation.

SupportPoint Cloud Benefits

→ Delivers fast results and rapid ROI
→ Reduces errors, mitigates risk and promotes compliance
→ Slashes training and induction times
→ Accelerates staff productivity
→ Cuts operating costs
→ Improves customer and employee satisfaction
→ Promotes staff multiskilling
→ Delivers content to almost any device or browser
→ Blends seamlessly with your existing technology framework
→ Non-disruptive upgrades and feature enhancements
→ Pay-as-you-go licensing so you only pay for what you need
→ Flexible, cost-effective provisioning that makes it easy to scale usage to meet ongoing changes to user numbers.

Panviva®
Business Process Guidance
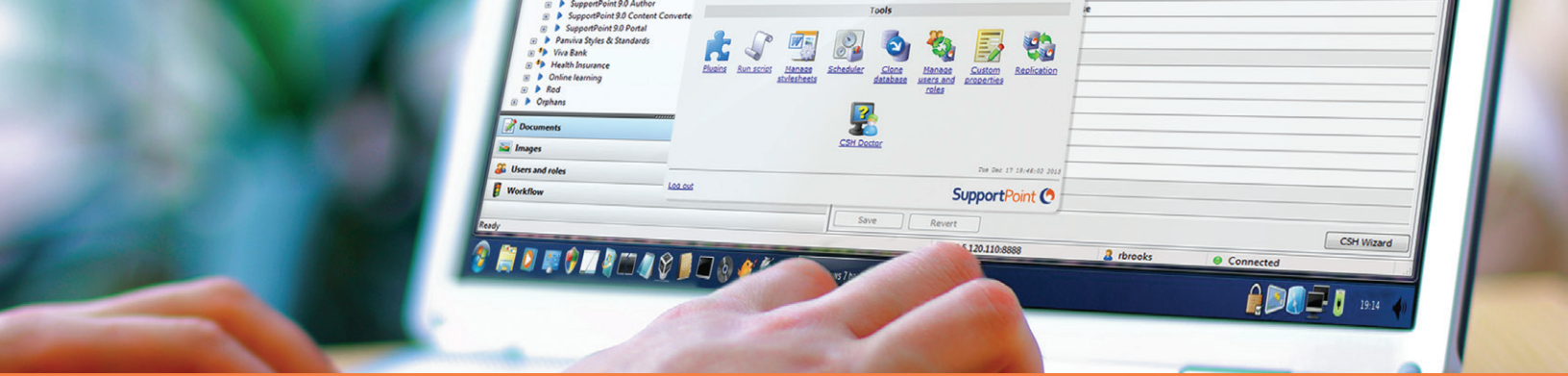
Business Process Guidance

SupportPoint incorporates many of the innovative principles and practices associated with state-of-the-art Knowledge Management, Business Process Management, Electronic Performance Support Systems, intranets, portals and collaborative tools.

But we believe SupportPoint is in a league of its own as it addresses and solves many of the limitations inherent with these traditional systems. We call SupportPoint a Business Process Guidance (BPG) system as it's a far more flexible and dynamic solution that is fully equipped to deal with rapidly changing products, processes and procedures that are commonly found in complex work environments.

SupportPoint acts just like a GPS for the enterprise desktop – it will determine your employee's location in a task and provide step-by-step contextual assistance, guiding them through even the most complicated processes and systems in the fastest and most precise way possible.

Context Sensitivity

Unlike any other solution on the market, SupportPoint's guidance is role-specific and context-aware: it knows exactly who the user is, their role, what they are trying to achieve and responds with fast, accurate and actionable instructions. By identifying where a team member is up to in a process, SupportPoint is able to deliver just the knowledge they need at that moment, specific to them and their task at hand.

This innovative context sensitivity feature is quick and easy to set up and maintain, without any coding or technical integration. It just forms part of the content creation process.

How it works

SupportPoint is a complete and self-contained system, encompassing content creation and publication, content management and content delivery, with powerful usage tracking and analytics.

Content creation and online publication is as easy as using Microsoft Word, with no specialist technical skills required to use SupportPoint's WYSIWYG content editor. You can create multiple versions of content, translate it into any number of languages, and enable stringent workflow for review, approval and release of content.

Your content is stored securely in a relational database, providing a single safe source for the information that your organization's efficiency, effectiveness, compliance and customer experience all depend upon. And SupportPoint logs everything so you can report on content usage and the most common search terms, as well as offering a complete audit trail of all content changes.

Platform for ongoing change and innovation

Built on a true cloud platform, SupportPoint Cloud incorporates all the best advantages of cloud technology, including flexible deployment, scalability, reduced costs and ease of integration with other systems. When you choose SupportPoint Cloud you can rest assured that you're arming your organization with a future-proof software solution that can help you combat complexity in the workforce for decades to come.

A global solution

SupportPoint can be adapted to almost any business environment which is why it has attracted more than 200,000 users from a diverse range of industries around the world. Its business benefits are universal but SupportPoint's core functionality is to combat the complexities of rapidly changing work environments where complying with strict regulations is of paramount importance.

SupportPoint has delivered great success across many industries including healthcare, insurance, banking, telecommunications, government, utilities, manufacturing and business process outsourcing. All these industries face rising compliance requirements, increasing customer service expectations and complexity in their products, processes and systems. SupportPoint cuts through these challenges by providing knowledge workers with instant access to actionable knowledge, context sensitive with the enterprise systems in use.

Regardless of your industry, SupportPoint can make your knowledge workers more efficient and effective, whether you need to equip front line staff with the right product and business process information so they can serve customers efficiently; or want to reduce back office errors by providing succinct, accurate and actionable knowledge; or whether you're a business process outsourcing operator trying to arm your large team of workers with the right information to get the job done well so you can meet the SLA expectations of your clients.

SupportPoint Cloud

SupportPoint Cloud is delivered in a unified viewing, authoring and content management interface, a web tier, business tier and database tier.

Features

→ Context sensitive with virtually any enterprise application – relevant information displays instantly with a single click

→ Powerful search makes finding information quicker and easier than any intranet

→ User interface blends into your working environment allowing instant access to information without getting in the way

→ Robust content versioning and context sensitivity allow information to be accurately targeted to your end user's needs

→ Role-based filtering ensures team members only read information that is relevant to their job

→ Fully multi-lingual – supports content creation, display and translation for all languages, including multi-byte Asian languages and right to left languages (Arabic and Hebrew)

→ Cloud-based technology platform that is implemented as a SaaS solution, providing deployment and pricing flexibility

→ Built on a highly scalable technology platform that can effortlessly scale to tens of thousands of global users

→ Highly reliable with guaranteed 99.5% uptime redundancy built into every level, using powerful load-balancing and clustering technology

→ 24/7 support and monitoring of your service ensures you get the data you need, when you need it

→ Fast implementation with minimal IT investment so you can be up and running within days.

SupportPoint

SupportPoint is a lightweight, high-performance content creation, management and delivery tool that floats on top of your other applications and information sources, providing your end user with rapid access to the right information they need to perform their jobs well.

It recognizes their identity and role, and where they are in the process, by identifying which screens are open on their desktop. It uses this 'context' to deliver the relevant information to guide them through that business process.

There's no need for your staff to be searching though mountains of information on company intranets, looking over documentation in their applications, wading through printed manuals or asking the person next to them. Everything they need is presented to them intuitively – quickly and accurately.

Features

→ Context-aware capability – delivers the specific information needed to perform a task, based on your team member's profile and current activity

→ Powerful search functionality – fast access to all relevant, useful information

→ Consistent presentation – content is presented in an easy to scan format designed to facilitate rapid online reading that doesn't disrupt your user's workflow

→ Customization – fonts and colors can be set to match your corporate branding guidelines, personal notes can be attached to any document and SupportPoint's multilingual capabilities allow you to address the needs of a diverse global user base

→ Collaboration – end users can contribute to the content by adding notes and sending feedback directly to your content owners.

SupportPoint Author

SupportPoint Author provides your subject matter experts and content developers with a powerful, non-technical authoring environment for creating and maintaining content. It enforces strict styles and standards to ensure users are presented with consistent material.

Only your team members that are responsible for content management and role management will require access to SupportPoint Author.

Features

→ WYSIWYG interface simplifies content creation and maintenance – it's as easy to use as Microsoft Word

→ Context-sensitive guidance can be tied to virtually any application without the need for technical integration

→ Templates and reusable content allow consistent delivery of information across large and dynamic content repositories

→ Document versioning, change history and analytics provide a full audit trail

→ Powerful review and approval workflows support content governance

→ Side-by-side comparison of document versions allows easy identification of content additions, deletions and modifications

→ Multi-Language Module enables the translation of documents into multiple languages. Automatic localization of content can be tailored to the region, business unit, or application version when a global document changes, those changes can be automatically filtered down to your local versions

→ Feedback and notification mechanisms promote continuous improvement to your business processes and the way you use SupportPoint. End users can provide feedback directly to authors and receive automatic notification of content changes

→ Role-management function allows Authors to maintain users and roles, and personalize the delivery of content so that end users only see content that applies to their role

→ Content Converter allows content to be created in Microsoft Word and easily converted to SupportPoint's format.
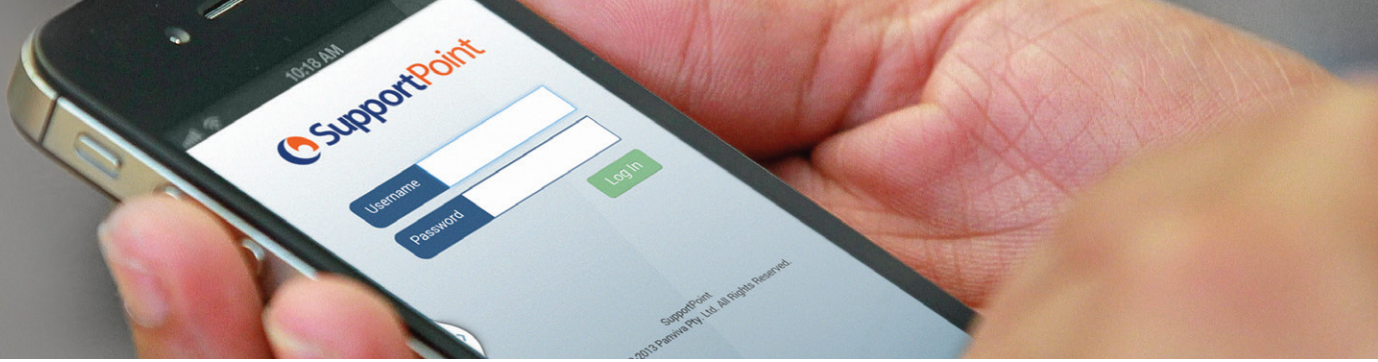
Configuration and Reporting Portal

The Configuration and Reporting Portal provides a range of browser-based tools, including:

→ Reports

→ Audit Log

→ License Information

→ Server Management Utilities.

The Portal's powerful analytics provide a full audit trail on all content access by end users and content changes by authors, supporting the ongoing refinement and improvement of your organization's business processes.

SupportPoint Cloud Technology

SupportPoint Cloud is based on n-tier application architecture and runs on the Windows Server platform with Microsoft
SQL Server as the supported database management system.

SupportPoint Cloud's infrastructure components include:

→ **Web Server Cluster:** the presentation tier that serves dynamic web content

→ **Enterprise Service Bus:** provides messaging, transformation and routing services

→ **Interoperability Layer Module:** enables existing system components to interact with new components

→ **SupportPoint Business Application Server:** manages the system's data storage and communications to Author and the database

→ **Microsoft SQL Server:** stores authored content and provides administrative access to database objects, users and security.

You can refer to the SupportPoint Cloud Technical Brief or SupportPoint Cloud Architecture Overview for more detailed information.

Device independent and mobile ready

SupportPoint Cloud it is written in HTML 5 so it can display content on virtually any device or browser. The optimized user interface fully supports new design standards and navigation modes, ensuring it translates seamlessly from PC to tablet to smartphone. This means your field workers, mobile-enabled employees and customers can have instant access to the same information, no matter where they are.

Easy integration with other systems

SupportPoint Cloud's API platform and Enterprise Service Bus make it faster and easier to embed vital knowledge directly into your other enterprise applications, opening up a range of interoperability and multi-channel opportunities. The platform's pre-built connectors help enable standards-based integration between SupportPoint and other products and standards, such as SharePoint, Documentum, HL7, CMIS, Microsoft Dynamics CRM, Salesforce and Zendesk. Other connectors will continue to be added

Licensing

SupportPoint is a cloud solution sold on a per-user-per-month subscription basis, so you only pay for the licenses you need.

Advanced options at additional cost are also available. These include security options such as actively managed intrusion prevention systems, VPN tunnels, increased uptime SLAs, API licenses for integration, and specific functionality, such as context sensitivity through Citrix.

Installation

SupportPoint is a true cloud technology solution that is deployed in the cloud. Installations are fast and efficient and there's no requirement to integrate with other applications or technology systems, minimizing the likelihood of any disruptions to your business.

Once your solution is deployed, Panviva's Professional Services team can step in to help with:

→ Designing and scoping your content

→ Coaching and training content owners

→ Assisting with content development

→ Content quality assurance.

With SupportPoint Cloud you can be up and running in a matter of days.

The productivity benefits will start flowing within weeks and return on investment can be achieved in months.

More information

To learn more about SupportPoint Cloud visit www.panviva.com

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