

Professional Services for Liberation

TDI's Professional Services enhances your business

The purchase order is signed, and you are ready to get started with the implementation of your newly purchased TDI contact center solution. So, what's next? With the TDI Professional Services, you are in good hands. TDI's team will manage the project from start to finish— from implementation, to user training, to systems integration, TDI's professional services team will work with you to maximize the return on your TDI contact center investment.

Highlights

- Experienced and dedicated Professional Services team
- Formalized implementation and communication plan
- Effective integrated solutions assessment and implementation process
- Consulting services that incorporate industry standards & best practices

PROFESSIONAL SERVICES PROJECT MANAGEMENT PROCESS

Backed with a 25 year history of successful implementations, we have developed a proven project management methodology designed to provide you with a system that is installed on-time, on-budget, and exceeds your expectations.

TDI's project management includes:

- An onsite implementation team focused on a seamless integration of the TDI system(s) with your existing technology.
- A dedicated Project Manager to serve as the primary point of contact for all your interactions with the TDI team.
- Several TDI hardware and application experts that will work closely with your team to define project details, requirements and timeline.
- Two key documents are created to ensure clear and open communication:
 - The Implementation Plan: provides implementation details, such as resources, timelines, TDI and customer responsibilities and project goals.
 - The Application Design Document: provides in great detail the application specifications and requirements.
- A series of conferences or virtual meetings are held prior to implementation, each tailored to a specific stage of the project. After each meeting the Project Manager distributes action items to team members and follows up with them individually, ensuring implementation best practices.
- A training instructor will be onsite during the implementation, providing formal training as well as support. After going live, the instructor is on hand to make sure users are comfortable with the system and utilizing it to its maximum capacity.
- Post-install procedures are followed in order to ensure the highest level of satisfaction.



CONSULTING SERVICES

Perhaps the greatest benefit a consultant can bring is his experience. TDI's Professional Services team is comprised of professionals with decades of contact center optimization experience. They will assist you to ensure that your systems work together seamlessly and provide you with a productive, effective, and integrated solution.

You will be assigned a consultant that will provide you with an assessment of your current operations designed to equip you with the information needed to determine the most economical and scalable mix of software and services to meet your current and long-term needs. We attribute our high customer referenceability rate (97%), to the approach we take with every customer and every project – we listen carefully, assess comprehensively and utilize a standardized method for implementation that factors in the uniqueness of each customer and project. We are dedicated to helping you maximize the return on your TDI contact center investment!

TDI's Professional Services team offers several business and technical services, including the TDI Tune-up and Onsite Consultation. The TDI Tune-up is a one-day remote system health check that includes a remote evaluation of your system followed by a conference call that focuses on areas of improvement. The Onsite Consultation is a one-week engagement, in which a full analysis of your contact center operational objectives is performed. This consists of a TDI Professional Services Consultant performing onsite operations data-gathering, review, analysis, and assessment. Recommendations are based on current industry standards and best practices as observed through our base of customers within your line of business.

Consulting Services Benefits are:

- Enhanced call handling capabilities and processes
- More intelligent, personalized interactions with customers
- Take full advantage of application and technological efficiencies
- Identification and implementation of best practices for increased productivity
- Enterprise-wide comprehensive strategic planning relative to TDI system capabilities
- Reduce costs while maintaining quality

By taking advantage of TDI's Professional Services team's knowledge and experience, you gain not only the financial advantages of improved efficiency but, more importantly, you obtain the ability to better serve and support your customers. To schedule an appointment, contact TDI at 480-585-6464 and ask for a Professional Services expert.



About TDI

TDI is a leading provider of revenue accelerating solutions for the contact center industry. For 25 years organizations have relied on TDI's proven technology, innovative solutions, and quality services to develop their workforce, optimize the customer experience, and improve sales and service revenues.

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