



Customer Success Services

We need to talk.

In the modern workplace, we need to share, discuss, and more than ever, truly work together. Technology promises endless possibilities to help us with that. But technology can also be confusing for a lot of people.

We think working together is the most exciting thing in the world, and our specialists are ready to go to work with your employees to make them master the tools you have invested in.

Accelerate your return on investment.

Kinly's key goal is to enable our clients in working together, everywhere. Clearly, users, operations and the business units must master the tools for that to happen.

Users must be able to use their tools to a level where they can focus on their work, not the technology. IT, Operations and Facilities must be enabled to support both the users and the business. Business units can in many cases deliver significant gains in productivity and profitability through scenario based workflow programs.

This why Kinly has built a tiered, modular and global program to assist our clients in getting the most from their investments.

Choose a program that will fit your users

Kinly offers a comprehensive range of Customer Success Services to help you get the most from your investments. We help you monitor both training and actual use to optimize your initiatives. Whether you need a customised group course for your entire team or an in-depth instructor-led classroom experience for individuals or small groups, Kinly can help you take visual collaboration to the next level.

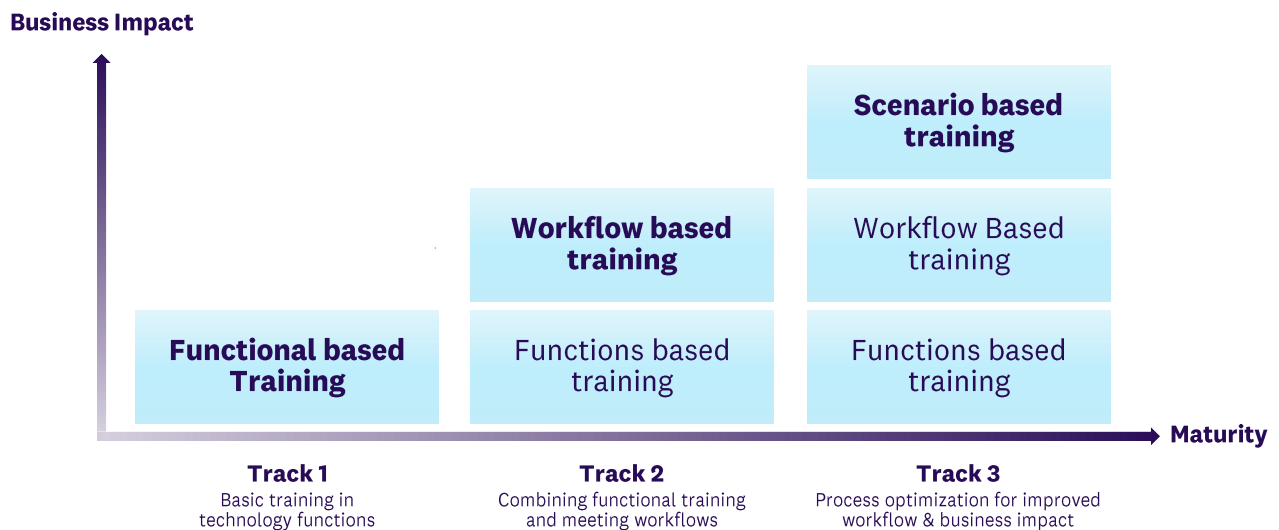
“SANDS have experienced a significant increase in the use of all our collaboration solutions, which improves our efficiency at work. User errors are almost gone.”

*Gisle Edvard Årnes,
Techpartner in SANDS*

Working together.
Everywhere



Deliverables



Modular tracks with Certification Options

Customer success depends on how well the users of the organization learn to use the technology provided.

Our programs are built up of modules, designed to help you get the most from your visual communications and collaboration technology investment. We also offer “Train the Trainer” modules, enabling key people in your organization to either assist users or scale the program for thousands of employees

Internal communications packages and top management buy-in are key to a successful rollout. Kinly has a strong practice in producing introductory videos, intranet modules and email-templates for our clients. These are often made in close collaboration with our clients Marketing, HR or Communication department to prepare and commit the organization to planned training investments.

Invest in Modules of choice, or Tracks as a Service

You are free to create any combination that will fit your needs, buy modules separately, choose between tracks, and even set up monitored practices combined with other services from Kinly, like Smart Monitoring for rooms, to see how both people and technology perform.

Human Resources	Finance	R & D	Sales	other departments	On-Site training
					Training over video
					e-Learning
Kinly Smart Monitoring					
Kinly Support					

Modules like the e-learning options, you would most likely want to provide to all employees, and some, like the scenario based options, you are more likely to dedicate to specific Teams or Departments.

“Kinly also develop specialized programs tailored to support more specific operations or processes that are core to your industry or department. These are typically key activities with high business impact”

*Ketil Vindenes,
Sr. Director Customer Success*