

# Glass Mountain Group (GMG) Customer Experience Mapping

What our Virtual Managed Support Representative (VMSR) can do for you.

## Relationship Management

Manage the relationship between the telematics providers and clients

Constant and Direct contact between GMG VMSR and customer to build a relationship that the customer can't do without

Scaling of Solution – Ensuring all features are available as required by customer

Identify new challenges and needs of the client and find solutions to fit their requirements

## Support and Maintenance

Troubleshoot non-reporting units

Initiate Warranty protocol as needed

Report outlying information or unit outages to the customer and providers on a daily and weekly basis

Host recurring meetings to ensure maximum solution up-time. Avoiding wasted investments in non-used services and products

## Data Management

Manage software specific to clients on a day-to-day basis

Set up reports and present data as required by clients

Configure Dashboards, equipment, vehicle and driver groups to best serve the clients needs

Track and adjust safety metrics promoting safe driving habits

If used, ensure integration solutions are working properly on a daily basis

## Training

Facilitate training of software to staff who utilize telematics via email, phone or video conference

Personally train new employees to the system. Allowing vital personnel to focus on their duties

Provide Updated Training documents to admin and field staff

Introduce new features that are free and available through the telematics provider

# Glass Mountain Group (GMG) Customer Experience Mapping

What our Virtual Managed Support Representative (VMSR) can do for you.

## Relationship Management

Introduce new industry leading ideas and features to the client

Ensure open communication with clearly defined response times

Fill Order requests from customer working with dealer and/or sales rep.

## Support and Maintenance

Assist in Setup of new and current Telematics solutions to ensure accurate reporting

Facilitate Process of getting W/O for installations, De/Re or repairs

## Data Management

## Training