

In addition to our comprehensive technology solutions, through our dedicated professional services, operations and support team, Descartes has created additional offerings that help our clients achieve tangible results from the use of their Descartes solutions.

Descartes' professional services team works with customers on all aspects of their logistics business challenges from business value identification to solution implementation and results achievement to maintaining and improving ongoing performance. Descartes proudly follows industry standard best practices adopted by the Project Management Institute (PMI).

IMPLEMENTATION

Each new Descartes customer is assigned a project consultant. The relationship begins with a kick-off meeting where Descartes communicates the implementation process. Our experienced team facilitates the discovery phase by asking the right questions to ensure that we thoroughly understand our client's needs so they can take full advantage of the Descartes solution. In addition, our industry knowledge and domain expertise helps move our customers through the implementation process because we understand their business and can provide "best practice" advice.

TRAINING

Descartes can conduct the training of our customers' employees that will be using or accessing the Descartes solution. Our solutions and services are designed to be simple to use and are intuitive so they are quick to get up and running for our customers. Descartes is also available to assist with any questions or support requirements on an ongoing basis.

OPERATIONAL REVIEWS

During implementation, we review our customer's business practices. Based on their goals and business needs, Descartes makes recommendations and work to re-engineer some business rules in light of any new objectives. Customers rely on the Business Intelligence and Reporting capabilities of our solutions to monitor, benchmark, and improve their operations on a daily basis. We develop performance measurement assessments using historical data, and review in detail the steps required to continuously improve our client's operational efficiency.

CUSTOMER SUPPORT

At Descartes, our customer's satisfaction is our primary measure of success. Descartes' technical support services are a critical component to ensuring our clients' needs are met. Descartes Technical Support is committed to providing dependable and timely resolution of all customer inquiries regarding the use of Descartes' solutions and services. Technical Support is available to clients around the world - via the telephone or via electronic mail.

Every customer inquiry is professionally tracked from the time contact is initiated until a resolution is reached. Based on the priority of a case, Descartes Technical Support escalates customer issues within our organization to ensure mission-critical problems receive quick response. When you contact customer support, a support representative establishes the nature of your issue as well as the severity of your problem.

SERVICE & SUPPORT CONTACT INFORMATION

support@descartes.com

North America: 1 877 786 9339

International: +800 7866 3390

THE DESCARTES DIFFERENCE

Descartes' logistics management solutions combine a multi-modal network, the Descartes Global Logistics Network, with component-based applications to provide messaging services between logistics trading partners, shipment management services for contract carriers and private fleet management services. These solutions and services help Descartes' customers reduce administrative costs, billing cycles, fleet size, contract carrier costs, and mileage driven and improve pick up and delivery reliability. Our hosted, transactional and packaged solutions deliver repeatable, measurable results and fast time-to-value.

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