

Cognito Customer Care

HIGHLIGHTS

- Commitment to deliver sustainable and proactive support
- Direct Helpdesk - available 8am-6pm
- Lost/stolen device and password expiry support
- Dedicated Support Teams
- Dedicated Service Manager
- Regular face to face reviews
- Reporting and analysis

“We have come to view Cognito as an extension of our IT department. Cognito’s service and what we are able to do with it is unique - it’s one of our key strengths and differentiators ”

Clive Taylor, IT Manager, Avery Weigh-Tronix

COGNITO® DEDICATION

Our considerable knowledge and experience of Mobile Workforce Management solutions combined with our “can do approach”, underpins our commitment to delivering sustainable and proactive support to make sure that your mobility project achieves required performance levels and allows you to deliver your own superior customer service.

HELPDESK AND SUPPORT TEAM

We offer as standard a Helpdesk (01635 508300) open from 8.00 am to 6.00 pm Monday to Friday which acts as your first point of call for any service, software or hardware issues. All calls are logged, prioritised, tracked and reported on by the Helpdesk who also provide efficient support for any operational problems, lost/stolen devices and/or password expiry. For more technical issues the Helpdesk escalate calls to the Support Team who work to close the call.

YOUR SERVICE MANAGER

In addition to the above teams and resources one of our strongest offerings is the fact that you are supported by a dedicated Service Manager for the duration of your business relationship with Cognito. Our team of National and International Service Managers each directly support a small group of customers to guarantee excellent service, and are the main point of contact for account issues or enquiries.

Cognito Service Managers are trained to take ownership and deal with issues promptly and with confidence to our high customer service standards. They co-ordinate the administration team to handle any purchase order processing, billing and account queries, as well as ordering any spares and replacements that you may need. Service Managers regularly perform account reviews and are on hand from 9.00 am to 5.30 pm Monday to Friday on the phone, via email or face-to-face, to provide efficient, open, honest and organised customer care.



“Cognito’s implementation team has been outstanding and where necessary has provided us with 24 hour support”

Chris Riley, General Manager, Swale Heating

Service Managers will help you with requirements for additional subscribers or accessories; can provide information on new or updated products and services as well as organising more detailed discussions with our Solutions Consultants. Service Managers take the initiative to alert you to relevant articles, exhibitions and product forums to help you stay abreast of evolving technology.

Service Managers arrange regular review meetings, during which all aspects of our relationship with you are covered from a comprehensive checklist. Items covered include data type and volume usage, analysis of calls to the Helpdesk from your field workforce as well as a performance analysis for your chosen hardware and software and current stock position.

All Cognito employees are dedicated to working closely with you to understand the direction of your business and identifying present and future needs. Our goal is a flourishing partnership underpinned through our commitment to continued customer care that makes a material contribution to the growth of your business.

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