



ORDERWISE[®]

Fast, Powerful Business Software

INTRODUCING WISE SUCCESS

Expert consultancy to
accelerate your business
growth with OrderWise

Why choose a Wise Success Package?

You already benefit from our expert Support and Upgrades Package – which provides you with the day to day support to keep your operations running smoothly. A Wise Success package provides you with expert consultancy that goes beyond the day to day, enabling you to achieve your longer term business strategy and goals. Our Wise Success Packages allow you to bring one of our Customer Success Managers into your team to add an extra level of expertise to your business.

Wise Success Packages

Wise Support & Upgrades Package

Telephone Support



Remote Support



Regular Software Upgrades



Training Video Library



Continued 20% loyalty discount on all additional modules and user licences



Wise Success Packages

Your own Customer Success Manager



Your own Commercial Account Manager



25% off additional training courses



Priority Access to Customer Success Webinars



Strategic Customer Success Plans



Strategy Review Days



Support Usage Review



Prioritised Development Requests**



Enhanced Implementation Handover***



* To qualify for a Wise Success Package you must have a Standard Support and Upgrades Package in place as a minimum

** Only available for customers who are signed up to a Premium Support and Upgrades Package.

*** For new customers who purchase a Wise Accelerated Success Package.

"The relationship that we've built with OrderWise from day one has been phenomenal and I think that is because of the care and attention that OrderWise give us."

Chris Perry, A. Perry Ltd
Director

PERRY
QUALITY & PERFORMANCE

Your Wise Success Packages

We understand that your business is constantly evolving – that’s why we created our Wise Success Packages, designed to help you grow and evolve your business for the future with OrderWise.

By choosing one of our Wise Success Packages, you get direct access to a named Customer Success Manager, there to understand your business, the sectors you operate in and to discuss your business requirements every step of the way - giving you continual strategic consultancy to ensure OrderWise works to its highest potential for your business. You’ll also get access to a range of wider benefits; all designed to accelerate your understanding and use of OrderWise to deliver faster business growth.

Option 1 - Wise Enhanced Success

Our Enhanced Success Package delivers a more proactive consultancy service including your very own Customer Success Manager and Commercial Account Manager who will get you on the road to success and help you stay there.



Your own Customer Success Manager

Many businesses are missing an external view on their business, sector and the technology that they use to achieve continued success. Your Customer Success Manager will hold 30 minute meetings with you every two weeks to help you deliver even more value from your OrderWise solution for your wider operations and act as a single point of contact for everything OrderWise.



Your own Commercial Account Manager

Ensuring that any additional functionality you purchase is scoped correctly for your business is key to your ongoing success. Your named Account Manager will liaise directly with your Customer Success Manager when discussing any additional products you may need from OrderWise to ensure this is aligned with your specific business needs and strategic objectives.



Planning your OrderWise Upgrades

We invest over £4.5 million into OrderWise Software each year, delivering over 600 enhancements, across regular monthly software updates. It’s key that you are able to plan your upgrades and implement new software features faster to maximise efficiency for your business and ROI on your software investment. Your dedicated Customer Success Manager will work with you to plan and prepare for any upgrades that are included as part of your existing Support and Upgrades Package.



Discounts on training

Your staff software skills can become out of date as your OrderWise solution evolves. This can create inefficiency if your teams are missing the latest know-how. Ensuring your teams are maximising their use of OrderWise is crucial - that’s why as part of our Wise Success Packages we’ve included 25% discount on all training as standard. Alongside our launch of OrderWise University – it is now easier and more cost effective to ensure your staff skills with OrderWise are at their best.



Priority access to Customer Success Webinars

Take an in-depth look at the OrderWise platform each month and stay up-to-date on functionality that can help you maximise your OrderWise implementation.

Option 2 - Wise Accelerated Success

Our Accelerated Success Package delivers the most comprehensive consultancy service which includes the development of your technology strategy and regular, scheduled reviews with your Customer Success Manager.

Our Accelerated Success Package includes all the fantastic features of our Enhanced Success Package, plus:



Documented Customer Success Plans

Having a defined technology strategy is key to maximising efficiency, profitability and ultimately growth for your business – however most businesses do not have the resource or time to take a strategic review with the technology they use. Your Customer Success Manager will work with you to agree your strategic objectives with OrderWise and set Key Performance Indicators to measure success. We'll work with you to refresh this plan following each review meeting – so you have an established technology strategy and plan that is there to support your wider business objectives.



Strategy Review Days

Making sure you have the right expertise focused on your technology strategy is vital to the continued success of your business. As part of your accelerated plan we include a full day consultancy every 6 months with your Customer Success Manager, delivered either remotely or face to face, to review your Customer Success Plan and progress in delivering your business goals with OrderWise. You also have the opportunity to upgrade this to quarterly review days to consult four times a year.



Weekly progress meetings

Customers who purchase an Accelerated Success Package will meet with their Customer Success Manager every week for 30 minutes, giving them more regular and dedicated access to their Customer Success Manager.



Support Usage Review

This additional strategic review helps to identify if there are any issues in how you are using OrderWise day to day – including training issues across your team, or additional functionality that you could take advantage of to enhance your operations. Your dedicated Customer Success Manager will review your support requests and liaise directly with our expert support team to ensure OrderWise is being used to the maximum by your frontline teams.



Prioritising your development requests

For customers who are signed up to our Premium Support and Upgrades Package. Every business is different and sometimes you may want to commission bespoke development on your OrderWise solution. Your Customer Success Manager will liaise with our development teams and scope out your exact requirements to ensure your development delivers the results you need. In addition, with an Accelerated Package we can give you enhanced lead times on your development work (subject to understanding the full scope of your requirements) – a great benefit if you need to speed up your implementation time for any bespoke developments you need.



Enhanced Implementation Handover

For new customers who sign up to a Wise Accelerated Success Package – your Customer Success Manager will provide an enhanced go-live handover, working with your projects team during the final stages and getting started immediately on identifying your future strategic objectives with OrderWise.