

Gartner* reports that there are 4 majors steps to the buying process



Symtrax's commitment to you during the Solution Acquisition phase

Need/Want Recognition:

Surveys

We carry out surveys to understand current market needs and trends.

Customer Interaction & Technical Knowledge

Interaction with technically trained and experienced Solution Specialists with a high degree of analytical skills. Solutions Specialists are able to carry out demo's and customer trials. We are in contact with organizations like yours everyday as we have 3000+ customers world-wide. We value your time; hence this step would typically begin with a **15 minute telephone conversation** to make sure there is a match between your business challenges and our solutions.

Information Search:

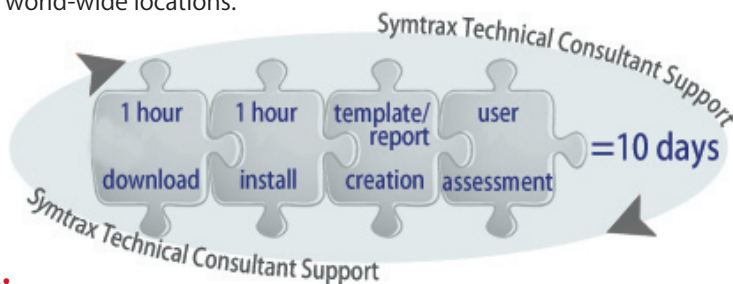
Step 1: We appreciate that you need to share information internally before it makes sense to commit more time. In addition to product brochures, we will provide you with relevant Customer Implementation Success Stories, Best Practices Whitepapers and Targeted Implementation Architectures based on your business challenges previously identified.

No need to spend hours browsing websites.

Step 2: We will customize a demonstration guided by previously identified business challenges. The demo is done electronically, allowing people from various departments and locations to attend. This can be based on examples you provide us or the solution consultant will base it on a representative example.

Evaluation:

We will run a **no obligation Proof-of-Concept in your environment** and customize it to address your business challenges. This PoC will use the fully functional solution and is **completely supported by our Solution Experts** and Engineers. By targeting the PoC to your specific business challenges it can be implemented approximately in 10 days. Symtrax software is designed in a way that allows a quick download, easy installation and remote service. No specialized hardware or environment is required, no mandatory install on an ERP and no security changes. Symtrax support is available in 4 different languages from various world-wide locations.



Purchase:

Solution Specialists will work with you on a targeted project plan that matches your timelines and business goals. An Account Manager provides you with a project specific formal proposal and ROI & Payback analysis. Account Managers work with your legal and procurement departments for approval of Software Licenses and Professional Services terms and conditions.

Technical consultants may be reached at:

- USA West Coast: 800 627 6013
- USA International: +1 310 216 9536
- USA East Coast: 866 640 9615
- UK: +44 207 533 6609
- France: +33 4 66 04 54 04
- APAC: +91 22 40 76 55 14



Partner



Contact us for a **no-obligation Project Consultation** by [clicking here](#)

*<http://www.ismartsoftware.com/ismart/images/Bulletin%20Graphics/Email%20marketing%20improves%20the%20customer%20experience.pdf>