

ComAround Enterprise™ Migration

A ready-packaged service to assist and support both your support department and end users in connection with migrations.

A service that supports the whole business

ComAround Enterprise™ Migration is a web-based self service that has been specially developed to provide you with effective support when you migrate your IT environment to new programs or versions. This service gives you access to a ready-packaged service that you can use to assist your support department and end users from day one. The content has been produced using experiences from previous migrations and is based on usage from more than one thousand companies and organisations. The user can access support through text and video guides, and also learn using smart e-learning courses.

Ready to use from day one

You receive help from us at ComAround to set up a migration support function that suits the specific migration that you have to carry out. We have, for example, text guides, video guides and an e-learning course for Microsoft Office 2010 and Windows 7. The service focuses on dealing with the most common questions that your users will have in connection with your migration. In this area we benefit greatly from our experience with our other customers. Experience that will benefit you directly.

ComAround Enterprise™ Migration has been used to provide important support in migrations at companies with several hundred users and in major international companies with 100,000 users in 17 different languages.



Easy to access

You can market the service in several different ways, for example by making it available on your intranet.

If you plan to inform your users about the migration at seminars or other personal meetings, these are excellent opportunities to present and talk about the migration service.

Advanced technology, but easy for users

ComAround Enterprise™ Migration is based on the ComAround Self Service™ platform, which is an SAAS service (software as a service), which means that you access it directly via the Internet and automatically receive all updates, which are provided on an ongoing basis. You never need to worry about any local installations or operating issues. All your users need is a computer with Internet access.

Eight good reasons to choose ComAround when migrating

1. Provides the business with direct migration support, available around the clock, seven days a week
2. Provides support staff with valuable assistance in the new programs/versions
3. Ready-to-use support guides and e-learning course for, for example, Office 2010 and Windows 7
4. Based on experience from hundreds of migrations
5. Creates more satisfied users/business
6. Extensive statistics with ROI costing
7. Provides support department with a proactive work method
8. Supports ITIL processes and ITIL implementation

More than technology and guides

ComAround adopts a holistic approach and helps you to set up a migration service with a design and content that suits your migration and the systems to which you are migrating. This means that you also receive help with training in the service for your IT/support staff. You receive smart marketing tips, adaptations of ComAround's standard guides and e-learning courses. Also publication of your own material (if you have any). You receive a graphical adaptation of the service and a half-day workshop for system administrators.

To choose ComAround is to make the smart, safe choice

For more than twenty years we have been developing smart services that help everyone working in front of a computer to solve their problems online, quickly and easily. Companies in more than 100 countries are reducing their support costs and improving their service by using ComAround Self Service™ 24 hours a day, every day of the year.

"Usage increases in connection with releases of new systems or hardware. Our interpretation is that ComAround Self Service cases are cases that would otherwise have come to us in Support."

Kerstin Ahlbom – Head of User Support, Axfood IT

"The introduction of the "Self Service portal" has increased the Service Desk's efficiency by means of the support that is offered in rollouts of new IT services and upgrades of existing systems. The "Self Service Portal" is also a good marketing window for the Red Cross's IT Department!"

Gölan Torun - Service Desk Manager, Swedish Red Cross

ComAround Self Service™ has helped organisations including the following with migrations: Axfood, IKEA, Ericsson, Sandvik, StatoilHydro, SEB, Swedbank, Swedish Meteorological and Hydrological Institute and Swedish Red Cross.

Feel free to read ComAround's white paper entitled "Three steps to a successful migration with a focus on users".

<http://www.comaround.se/whitepapers>