



Client Services and Support

World-class managed services demand world-class client service and support. The MessageLabs team of client service managers, engineers and support personnel actively manage your email every minute of every day. Combined with service level agreements and powerful self-management tools, you can be sure that your email is managed and controlled efficiently, and any technical queries are resolved without delay, around the clock.

The Global Client Services Organization

The MessageLabs Global Client Services Organization offers worldwide coverage, maximizing efficiency and delivering customer satisfaction to the whole of our client base.

Our teams reside locally and act globally – an approach that has proved successful in providing excellent diversity and coverage. We believe it is critical to have our teams in local offices, making the most of local leadership and technology to provide a truly global presence in a cost-effective framework.

The Client Services Organization comprises four teams:

- **Global Technical Support** provides 24/7 phone, email and web-based support in all major languages
- **Enterprise and Partner Management** offers dedicated account management for large enterprises and alliance partners
- **Service Implementation** assists clients with initial configuration and settings as well as giving ongoing support for service changes, information and training
- **Client Care** is responsible for the overall client experience, actively seeking feedback and measuring satisfaction across all our clients

Global Technical Support

The MessageLabs Global Technical Support team serves as the first point of contact for clients with technical or support questions. The team can be reached 24/7 by phone, email and web-based support.

Having a global client base, MessageLabs is experienced in providing multilingual support, with local expertise, in all major commercial languages such as English, Cantonese, Mandarin, Spanish, Portuguese, Russian, and Taiwanese.

All other major languages are supported through in-line translation, allowing us to provide direct support in any language in any country anywhere in the world.

The team is an expert in all areas of the MessageLabs service and can provide first-call resolution for more than 90% of client inquiries.

Enterprise and Partner Management

The MessageLabs Enterprise and Partner Management team provides dedicated Client Services Managers (CSMs) to large enterprise and partner accounts. These CSMs work with clients from end-to-end, contacting them early in the sales process, assisting them during service implementation and providing ongoing support to ensure each client gets the most out of the MessageLabs service. You are not charged additional fees for this personalized care.

Our CSMs are experts in both technology and business requirements, offering clients specialist assistance in tailoring the MessageLabs service to their particular environment and optimizing performance.

CSMs' responsibilities include:

- Working with prospective clients during the sales process to add a deeper technical and business dimension to the benefits of the service
- Managing prospective clients during trials of our service, responding to questions, assisting with configuration settings and conducting review meetings
- Being personally accountable for trouble tickets
- Serving as the primary communication link and technical account manager for the client in their interactions and partnership with MessageLabs
- Providing training to customers and partners in the use of services
- Involving clients in new product launches and beta programs

Service Implementation

The MessageLabs Service Implementation team is responsible for assisting clients with the initial configuration and set up of the MessageLabs service as well as providing information, training and ongoing support for service changes.

In most cases, MessageLabs clients are up and running within 24 hours. The Service Implementation team first sets up the new client account, performs required security tests on the client domains, and provides the information for the client to make the simple DNS changes to allow email to pass through the MessageLabs infrastructure.

Once this is done, MessageLabs walks the client administrator through a step-by-step guide to configuring and deploying the service internally. All the features and reporting capabilities of the MessageLabs client extranet are also explained.

After the client is up-and-running with the service, the Service Implementation team helps the client administrator to fine-tune the service to best meet their organizational requirements and optimize service performance. Courtesy checks are also run periodically after the initial setup, modifying the service configuration and DNS settings to ensure optimal performance.

Proper configuration, training and fine-tuning guarantees an immediate return on investment for the client, reducing support costs and increasing overall satisfaction.

Client Care

The Client Care team takes a proactive approach to improving the client experience. Their role has four aspects.

Client satisfaction

The team develops ways of quantitatively measuring the level of satisfaction among our clients and partners. They monitor MessageLabs performance, responsiveness, effectiveness, communication, availability, and ease of use, as well as the clients' willingness to refer business to us. This data shows us the strengths and weaknesses of our service and helps us to understand what our clients want.

Client advocacy

The Client Care team gives a voice to those clients who do not have a CSM, or speaks up when any client needs additional support. The team becomes the client's advocate within MessageLabs, highlighting issues and offering continual feedback to the client until a satisfactory solution can be found.

Client intelligence

Client Care also monitors the ways in which our clients and partners are using our services. This helps us to identify areas for development and improvement. As we develop new services, the team can also involve clients and partners in the development process, ensuring that the finished product is tailored to their requirements.

Intervention and prevention

Very infrequently, MessageLabs services suffer interruptions or dips in performance. When clients feel we have not lived up to our service level agreement, the Client Care team helps to resolve any issues with the minimum of client dissatisfaction.

About MessageLabs

MessageLabs is the world's leading provider of messaging security and management services with more than 12,000 clients in more than 70 countries around the world. Delivered at the Internet level, across a global network of data centers, MessageLabs managed service scans a billion business emails each week, protecting companies from email threats, securing confidential information and enforcing email policies. MessageLabs services enable businesses to ensure the integrity of electronic communications and regulatory compliance, help manage and reduce risk, secure critical infrastructure and maintain the confidentiality of information.

For more information on the global leader on messaging security and management, please visit www.message-labs.com