



**POKESHOT**  
PEOPLE SOLUTIONS PERFORMANCE

## PROFESSIONAL SERVICES

### JIVE Consulting and Support



#### WHEN SHOULD YOU BE INTERESTED IN OUR SERVICES?

You have questions regarding the optimization of the Jive technical environment and need special support, e.g. for performance problems, test automation, deployment automation or stress test investigations.

The 2nd or 3rd level support does not run the way you want it to. Let's say your users report problems that you can't fix and supplier support and solutions take too long. Or you don't have enough or no resources of your own for 2nd level support to cope with the flood of support issues.

#### SOLUTION

For technical consulting, we offer remote and on-site Senior IT Consultant support for your IT, operations or development team.

Benefit, like our other customers in the Jive environment, from the structured and agile approach to support.

Regular support sprints provide planning security and ensure the rapid processing of your inquiries. Due to the „hands-on mentality“ of Pokeshot's focused team, we are able to operate extremely agilely and process inquiries faster.

Let Pokeshot staff solve your questions and problems quickly and efficiently, so that your project and community manager team can focus on the further development of the platform and the enterprise social network.

#### BENEFITS

Reliable planning and a holistic approach to the support tickets are central advantages. They are not one among many in support, but get our dedicated attention with the focus on adequate solutions.

Your project team can deal with other things and does not have to answer the same questions over and over again. You still get feedback about your users. A prompt coordination with the development team in case of questions is given.

You benefit from Pokeshot's many years of experience as an award winning Jive Partner with a wide range of customers, from mid-sized companies to large enterprise customers with 300,000 employees, who have ensured success with Jive.

#### WHAT OUR CUSTOMERS SAY ABOUT US

*„Flexible, reliable, uncomplicated - three attributes that distinguish working with Pokeshot. Support requests are quickly accepted and handled by the team. Especially the highly technical questions are answered in detail by the team, which is easy to understand even for those with less technical affinity.“*

Unitymedia GmbH

#### CONTACT:

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