



HOW TO PROTECT YOUR SUPPORT CUSTOMER?

What is Support Customer Protection?

If you provide quality support services to Workcube customers, and if you have received the annual renewal and bugfix guarantee for your customer, another authorized business partner is not allowed to offer a job to your customer. Your supported customer is protected.

How do we know that quality service is provided to your customer?

A support service satisfaction survey is conducted for your customer every 3 months. You must get at least 4 stars from a rating of 1 to 5 stars. If you create satisfaction of 4 stars and above, you will receive protection.

What is the Renewal and Bugfix Guarantee?

In the business software market, fees are charged for annual renewal and bugfix warranty. You must sell every year renewal and bugfix guarantee to the customers you provide Workcube support. Prices are 15% of the license. Renewal prices specific to campaigns are declared. You can get a price from Workcube for your old customers.

What is tailgating? Why is it prohibited?

The Workcube partnership program is an ecosystem that works with the principle of complementary competitiveness. ERP implementations are inherently demanding. Both those who do it and those who have it are psychologically worn out. Sometimes, the partner and the user may be tense. The user can search for customers. In this process, the customer can call another business partner or contact Workcube head office. In any case, you must notify either the business partner or Workcube directly. Unannounced tailgating creates a problem of distrust among people on the same ship. This rots our program.

If we fail to get the relationship back on track between the customer and the business partner despite a constructive effort, customer status is released. Another partner becomes able to do business.

Result:

The business partner who does not comply with the rules will be warned. In case of repetition, he/she is expelled from the ecosystem. It is declared to his/her customers that he/she is unauthorized.