C9 CCM Support

Tailored for Print Service Providers (PSP's)

Why Cumulo9 for Inspire support?

The team here at Cumulo9 have a deep understanding of the PSP market and have been providing software and services to the PSP community for close to 20 years. Cumulo9 is a leader in the provision of transactional email-based services and the C9 Transact platform is one of the most widely used solutions in the region.

We are a Platinum Quadient partner for both Australia and New Zealand.

Cumulo9 provides full support for the Inspire platform and our team work closely with Inspire users, providing help with their deployments, migration, training and ongoing support.

The C9 CCM Support Model

The Inspire certified team at Cumulo9 have many years' experience providing support services for Inspire. This certification covers all key Inspire components and we provide a level of service and response that is highly valued by a wide range of clients across the region.

Because we understand the PSP market, we are also used for overflow development work. We know all about time pressures, the challenges of dealing with customer data, the importance of testing and getting it right first time, on time.

Our clients' production sites all have a slightly different way of doing things. This may be related to the processing equipment being used or simply unique IP deployed within the business. Our certified resources will quickly become a valued part of your team, not just another supplier.

Remote Support and operation on both sides of the Tasman

While we are fully capable of on-site support, COVID has enabled us to reinforce our ability to provide relevant and timely support via remote mechanisms such as Teams, Skype, Zoom, or whichever sharing application you are running.

There are clear advantages for Australian based PSP's using a New Zealand domiciled business for support. We are available from the very start of the day and can operate a 24 X 7 support model if required.

Full support including online training

Cumulo9 assists with the deployment of new applications, including migration and we also provide the necessary first line support. In addition we supplement those services with online classroom learning, which is a highly efficient process that reduces the overall cost of this essential component. Our team has created a library of highly valuable training materials. This supplements those provided by Quadient and can be customised for every training event.

Client testimonials and Quadient backing for the Cumulo9 support model

Cumulo9 has the full backing of Quadient for our support model and we are proud of the consistently high feedback from our customers:

"The level of support that we have received since implementing Inspire has allowed us to adopt the system during our peak reporting time without compromising our ability to work to extremely tight timeframes. Your ongoing guidance and dedication has ensured that any issues are troubleshooted and resolved as a priority". **MMC NZ**

"We have been working with Cumulo9 now for over 2 years. We started with Cumulo9 providing ad-hoc support for our new Quadient software, but that grew into Cumulo9 providing maintenance, licencing and implementing new modules such as Automation. Through these projects we have found Cumulo9 to be extremely supportive, easy to work with and highly skilled with Quadient. We have been very happy with the support Cumulo9 has provided and wouldn't hesitate to recommend them as a valued partner". **mmw3degrees**

"I would like to say thank you for the Cumulo9 assistance with Inspire Automation, data cleansing integration, your Inspire knowledge and Issue resolution is truly valued". **Blue Star NZ**

If you would like to find out more about C9 CCM Support, please feel free to contact us:
sales@cumulo9.com   Ph NZ: +64 9 377 8885   Ph AU: +61 3 9013 4568   www.cumulo9.com

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