

SV-Software as a Managed Service

Building The Best Software by Building The Best Relationships

Guided by this principle SciVisum has a customer-first culture that permeates all parts of the organisation, with one of the highest client support staff to client ratios in the industry. We pride ourselves on being able to provide the best support and service possible through regular, dedicated communication, in depth understanding of both technical and business requirements and knowledge of markets, business culture and industry trends.

With SciVisum's Managed-SaaS products clients receive a complete all-inclusive managed service, at one transparent price, including:

Advice and guidance in the selection of User Journeys.

All User Journey setup and scripting and re-scripting to keep existing User Journeys in-sync with changes on your monitored sites.

Initial configuration and settings and advice, design and development of new User Journey scripts.

Online and on-site initial training and refresher training and new-hire induction training.

24 x 365 script execution.

Unlimited logins to web based SV-Portal and unlimited sms and email alerts.

Proactive, highly-responsive assistance with problem diagnosis.

Regular face-to-face account management meetings.

Opportunity to see your enhancement requests actioned in the 2-weekly iteration release cycle.



74% of online adults said negative comments online have influenced the possibility of doing business with the company

Developing An Understanding...

Live Monitoring, Managed Support Day To Day Account Management

SciVisum's Client Liaison Team performs 'live' monitoring of each client's User Journeys. This not only ensures the clients' scripts are always synchronised with changes to their sites, but also proactively informs each client in real-time, of any significant degradation in responsiveness or availability. Proactive client contact is provided for notable but non-alertable issues detected by the monitoring service (with diagnosis, analysis and advice).

Managed Support by the Client Liaison Team involves extensive investigation into root causes of issues, recreating journeys manually to identify problems, and providing appropriate documentation for the audience that requires the data including using screenshots, text based analysis and explanation and screen recorder replay footage as needed.

Knowing the value of actionable information, and having the benefit of seeing how others use the system effectively, we support clients with on-going refinement work on existing journeys as part of our valued consultative approach to monitoring. Client Liaison's wide ranging expertise and in-depth analysis skills can help with interpretation of performance data for different departments or roles as needed.

We provide training and demos of the service online or in person as required to both existing clients and many new trial clients.

Client Liaison is also the point of contact for ensuring smooth day-to-day running of your account, creating additional logins, managing order acknowledgement, creating work cases in ticket management system, incident reporting and configuration of the system settings for new and existing features to best meet individual needs.

Where there is the need for maintenance or a new site release your Client Liaison Manager will contact you to discuss the best time for this to happen so as not to disrupt any vital client activity. Your Client Liaison Manager will also work closely with you if you take part in beta tests with us and need to provide feedback or get support on pre-live access to development sites.



A "Customer First" Culture

"Doing What The Customer Does" is central to the Unique SciVisum approach to monitoring and the Client Liaison Team can help with the definition of key user journeys, where necessary, and ensures efficient set up by proofing orders by live run through in browser and working closely with both the SciVisum technical team and the client to clarify and refine any complexities, technical clashes or potential errors which may arise prior to go-live.

By dedicating 50% of its staff to R&D, support and Client Liaison activities, SciVisum has succeeded in attracting – and retaining – some of the largest, most-influential names in the UK online business community.

We're Here To Help You

Our size means that we know all of our clients personally and can proactively provide them with exactly the help, training and support they need. Our world class, cutting edge R&D and Script Creation teams work closely with the account management and CLM teams, enabling them to fully understand client needs and ensuring their agile, flexible, development processes are all completely user-centric.

Service Satisfaction

We believe that regular service satisfaction checks and explanation of new features by a member of the Client Support team are of vital importance.

This personalised service means you can be sure you are using the Portal to the extent of its capabilities and getting the most value from the service. You can also suggest, or we can identify, ways by which the software or service could be improved.

The Client Liaison team canvass client opinions, needs and wishes for inclusion into service and product development – championing client requirements at all stages of development from scoping and planning through to implementation.

Regular Reviews

Quarterly reviews are held with all clients to review performance, explore needs, discuss ideas, offer shared insights and demonstrate upgrades and new features. In addition every client has a dedicated account manager who can be contacted for help and support at any time.

When taking a trial of the system the Client Liaison team will be on hand to support you, and guide you through using the Portal and analysing those early results.

SV Monitoring Suite

All products in the Monitoring Suite have been designed with different user needs in mind, but all are delivered through the intuitive Customer Portal and enjoy the one-on-one managed service support that our clients value so highly.

To help support all teams, and provide a “single point of truth”, all products in the SV Monitor Suite are designed to ensure that everyone can understand and be proficient in using the wide ranging metrics to deliver ongoing improvements.

The importance of SV-Monitoring Suite reporting is that it provides information that is accessible and actionable across all teams within an eCommerce organisation.

A Common Language

All products in the SV-Monitoring Suite have been designed with different user needs in mind, but all are delivered through the intuitive Customer Portal, and enjoy the one-on-one managed service support, that our clients value so highly.

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SV-Monitor

An Award Winning Formula

As SciVisum's reputation spreads through word-of-mouth and industry recognition – including its latest 'Cloud Product of the Year 2011' award at last month's IDG Techworld ceremony in Mayfair – increasing numbers of web and mobile sites are migrating to SciVisum services to maintain their user experience at peak performance.

CEO Deri Jones maintains a hands on approach, ensuring SciVisum delivers the best possible service by fostering a customer-first culture that permeates all parts of the organisation from the user-driven agile development process, through its attentive account management to the proactive, personalised Client Liaison services.

Insight based on a wealth of experience of the issues faced by all sizes of organisation ensures that SciVisum is able to drive the creative development of innovative solutions across all industries and markets.

By listening and responding to client needs SciVisum helps leading online businesses quantify, manage and minimise the impact of performance issues on their user experience, brand perception and online sales.

If you would like to schedule a free consultation regarding your website performance concerns, learn more about website monitoring or arrange a free trial of the SV-Monitoring service please contact us on: **+44 (0) 1227 768276**



powered by
Application Synchronicity

Central to SciVisum's testing ethos is Application Synchronicity; the unique application of Dynamic User Journeys to every testing specification. Web users do not interact with your website by accessing a single page, a single server or an isolated function, but by fluidly travelling through the site from page to page – function to function. It is therefore important to understand how an end user experiences your unique combination of code and applications as they complete their journey. SciVisum's advanced testing approach 'Application Synchronicity' provides user-centric real-life metrics delivering invaluable insights into your entire website delivery on which you can base budget allocations effectively to maximise impact, protect brand image and deliver consistent positive end user experiences.

About SciVisum

SciVisum provides technical teams a uniquely in-depth analysis of how their code and systems are performing, and allows the Business and Marketing managers to take control of the ongoing Customer Experience on the portals. SciVisum's success is the result of the combination of its in-house developed test engine, which provides flexible and fast scripting for complex multi-page User Journey web site testing, together with the experience of

expert web testing staff.

The result is a portfolio of web effectiveness test services, centred around Dynamic User Journeys. This approach helps clients focus on reducing lost sales online, by continual improvement of evidence based User Experience metrics.

Many companies have previously bought testing from other suppliers, and appreciate the fact

that SciVisum's unique approach to emulate realistic, random-walk and complex Dynamic User Journeys provides unique depth of testing, at costs and time scales to suit today's tighter project demands.

SciVisum does not build or host web systems, and is thus able to offer fully independent test and audit services and consultancy.