

StrongServices

Rely on Expertise for a Perfect Fit



"By combining a powerful and user-friendly email marketing system with extensive deliverability services, StrongMail offers FranklinCovey Products an all-in-one solution that enables us to overcome the challenges we have experienced with previous internal and outsourced systems."

Jennifer Land
Director of E-commerce
FranklinCovey Products

At StrongMail Systems, we back up our world-class email solutions with expert services to help you unlock the full business potential of marketing and transactional email. Whether you need help with deliverability, email strategy, program migration, implementation or training, StrongMail offers a full suite of services staffed by experienced professionals with in-depth technical skills and industry expertise. After a thorough discussion of your business objectives, StrongMail's experts will develop the right program that will meet the unique needs of your organization.

StrongServices is made up of pre-packaged engagements as well as per job, per hour professional services, all designed to ensure your success at every step – from assessment to implementation and ongoing results.

With StrongServices you can:

Realize business value quickly with hands-on help for rapid, successful deployment and integration.

Improve productivity through training and support that helps you unleash the full potential of email.

Minimize risk by validating in advance that StrongMail technology meets your business and IT objectives.

Ensure ongoing results with industry- and application-specific expertise that can dramatically improve your email deliverability rates and results.



StrongMail Services Packages

Each of these engagements includes a dedicated team of experienced StrongMail Systems professionals that provide personalized service and rapid results.

Technical Services	Deliverability and Strategic Services
StrongStart Get up-and-running quickly and start realizing the benefits of the StrongMail platform in just a few days. This implementation-focused engagement includes installation, configuration support, and education; plus a workshop to help you begin addressing your short- and long-term email requirements. Upon completion of the StrongStart, we offer a Production Mailing Program to facilitate transition of an existing mail stream to the StrongMail system.	Production Mailing Program Leverage StrongMail's deliverability experts to transition your mail streams to StrongMail quickly and effectively while building a positive sending reputation with the major ISPs. Designed to follow a StrongStart engagement, the Production Mailing Program includes instruction in best practices, deliverability assistance and guidance for submitting whitelisting and feedback loop requests.
System Administration Services Gain peace of mind from knowing that our trained experts have your StrongMail environment under constant supervision and are continually working to keep it running smoothly. This innovative service also helps avoid you problems by performing the day-to-day maintenance necessary to minimize issues before they arise.	StrongDelivery Services This comprehensive package provides everything you need to establish and maintain optimal delivery rates throughout the year, including proper set-up and configuration, ISP remediation, deliverability support, and a subscription to StrongDelivery Tools. Our team of experts will proactively monitor your ongoing email delivery rates to quickly identify and resolve deliverability issues as soon as they arise.
StrongAssessment Understand and document how StrongMail solves your email infrastructure challenges with this architecture- and integration-focused engagement. After an on-site analysis, we deliver a project statement, a high-level architectural plan, and an initial technology design – each aligned with your stated objectives and IT environment.	Strategic Services In order to increase the effectiveness of your email marketing programs, you need to ensure that your practices are keeping pace with evolving industry trends and consumer behaviors. With StrongMail Strategic Services (S3), StrongMail's resident experts will work closely with you on any aspect of your email marketing programs to ensure that they are optimized for long-term success and customer satisfaction.
StrongPOC Define a subset of your broader email requirements and validate that StrongMail can meet them by taking advantage of this solution-focused engagement. In ten days or less we can help you prove your ROI, deliverability, and operational assumptions and show you how StrongMail can benefit your business.	Training Services Whether you need to get up to the speed on the basics or to receive advanced training in Message Studio, dynamic content or system administration, StrongMail offers a variety of courses to meet your needs. Regular online classes give companies the flexibility to train new users in the basics or expand the expertise of existing users. For more extensive instruction, StrongMail offers multi-day, standalone training packages that can be offered online or onsite.

In addition to StrongServices packages, we offer professional services on a project or retainer basis, including:

- > Installation, configuration, and tuning
- > Custom and repeatable solutions
- > Architecture and integration
- > Creative services



About StrongMail Systems, Inc.

StrongMail Systems is the leading provider of commercial-grade solutions for marketing and transactional email. Offered in both on-premise and hosted models, StrongMail overcomes the limitations of traditional email service providers and custom-built solutions, enabling businesses to deliver more relevant, timely and cost-effective messages.

Combining an easy-to-use email marketing application, high-performance delivery system, and a wide range of deliverability, strategic and supporting services, StrongMail makes it possible for companies with all levels of resources and expertise to take advantage of its proven solutions.

Headquartered in Redwood City, CA, StrongMail's clients include global leaders across virtually every industry.

To learn more about StrongMail, please visit www.strongmail.com.

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