

ClientServiceExecutive

Optimal assigns a Client Service Executive (CSE) to each and every client, providing a full-time, single point-of-contact to coordinate and monitor the quality of all activities Optimal performs for you. This service offering is unique among IT service providers, and ensures streamlined operations and top-tier service delivery from us to you.

Optimal's CSE position is a multi-faceted role that saves you time and money. Here are just a few ways your CSE works on your behalf:

- ▶ **ORIENTATION.** Your CSE provides a roadmap for your relationship with Optimal. This includes how to access help, what to expect, best forms of communication, etc.
- ▶ **COORDINATION.** Your CSE coordinates with you and third-party vendors to schedule contracted or ad hoc services. In addition, your CSE coordinates and monitors all activities of our technical project teams.
- ▶ **COMMUNICATION.** Your CSE works to ensure projects are well-understood, and that they progress with proper notification, consultation, and authorization from your internal management or IT team. In addition, your CSE provides status updates across the assigned service team and keeps you current on any IT trends relevant to your organization and business goals.
- ▶ **RESEARCH AND BUDGET.** Your CSE gathers data, reports, and research for your internal IT team, assists in developing ongoing IT plans and budgets, and develops price quotes for any IT products or services your organization may require, including those from third-party vendors.
- ▶ **SERVICE QUALITY ASSURANCE.** In addition to convening regular service team meetings at Optimal to review the quality of service from your perspective, your CSE meets onsite with you regularly to ensure premium service delivery and continuity.

A service advocate is essential to achieving your technological and business goals. With a Client Service Executive, Optimal supports your organization in planning, creating, and maintaining a technology environment that is responsive, organized, and purposeful.