



Unlimited support from a dedicated local team

It's easy to think the job's done once you reach the 'Go-Live' point with your PPM solution. While that's certainly an important milestone, it's really the beginning of your new journey in managing your projects and portfolios more effectively.

Sensei Client Care is here to work with you to protect and promote the investment you've made in your people, processes, and technology platform. We'll deliver responsive, quality support while you get up and running, and provide a safe pair

of hands and expert advice for ongoing maintenance, protection, and enhancement of your solution.

Support comes in all forms - whether it's a break-fix issue, providing advice on how to create a new field, the best way to report your data or a Priority 1 issue impacting your whole business, our dedicated team is on hand from 7am – 7pm every business day (AEST, excl Public Holidays) to help.

Sensei Client Care can also connect you to Microsoft support experts if required.

"The Client Care team at Sensei is responsive to our requests for assistance, rapidly fixing issues that arise so we can get on with what we do best. Our team love that they can call Sensei Client Care up and speak to Aussie-based experts, get helpful guides and materials and schedule in-person innovation updates."

Monica Geraghty - Project Manager
Life Without Barriers

REACTIVE SUPPORT

We offer unlimited support tickets because we want you to get the most from your solution and we understand disruptions can be costly. Let our expert team keep your team humming.

ORGANISATIONAL SPECIFIC ENHANCEMENTS

It's impossible to plan for everything as organisational needs can change. Need to tweak a report to capture a new metric? Want to present your information in a new way? Draw on our technical expertise to help you achieve optimal outcomes.

MICROSOFT PROJECT & POWER PLATFORM EXTENSION

If other teams in your organisation want to leverage your project tools or the power of the low code, no code Power Platform, we can work with them to ensure minimal impact to your Sensei solution and any specific enhancements that have been made for you.

REGULAR PULSE CHECKS

On top of support tickets and enhancements, you'll receive quarterly solution pulse checks and user adoption reviews to ensure your system is optimised.

About Sensei Client Care

The Sensei Client Care team is here to help you make the most of your PPM solution and ensure it helps to improve the way you work. The team's focus is to build a long-term, trusted partnership with you that creates lasting value.

Client Care team members have deep subject matter expertise in Sensei solutions and leading technical know-how gained from ongoing accreditations and experience with the latest Microsoft technology. They also bring a wealth of thought leadership from working closely with Sensei's clients across a wide range of industries.

Using our dedicated Client Care portal, you can view all current and resolved support requests for your organisation and log new requests quickly and efficiently.



INTERESTED?
GET IN TOUCH TODAY

 LetsChat@Sensei.Cloud

 www.Sensei.Cloud