

NEW World-Class Digital Systems and Processes

We're excited to announce we're upgrading our systems and processes to deliver a superior experience for you and your people.

We do not expect anything will be noticeable to you until July 1.

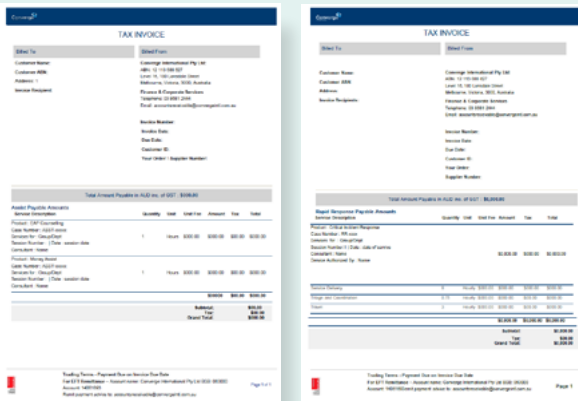
Here's what you'll see has changed from July 1:

INVOICES

We'll be providing you with greater visibility on service activity on each invoice. For example, you'll see how many hours are being attributed to after-hours support.

For the first few months, you may see two different invoice formats:

- EAP and Rapid Response (new format)



- Onsite services, consulting and training will remain the same (until upgraded in October)

JOB NO'S BECOME CASE NUMBERS

There will be a change in terminology; "job numbers" will soon be called "case numbers".

We will help you navigate the changes if the description difference happens to impact you. Privacy and confidentiality policies will remain the same.

RAPID RESPONSE

We'll be improving our service to you by providing significantly greater detail in our **rapid response** reports and invoices. We'd like to advise that jobs that run across the cut-over period will be split between a job number and case number. We expect this small inconvenience will be outweighed by the overall benefit of having more information in the future. If you have any specific concerns, please speak with your Customer Relationship Manager.

EXTRA SESSIONS

We're also upgrading our **extra sessions** process.

We'll send you more specific information about this soon.

GOT QUESTIONS? MEET ALLY

We've created an automated system to centralise the flow of customer requests and ensure your query is triaged and responded to efficiently and effectively. The system supports a dedicated team of highly qualified, trained, and experienced administrators who have a deep knowledge of Converge's internal processes and customer needs.

The administrators will manage day-to-day operations, for example billing requests, promotional material requests or other general enquiries.

FIND OUT MORE

1300 our eap (1300 687 327)

info@convergeintl.com.au

convergeinternational.com.au



NEW WORLD-CLASS DIGITAL SYSTEMS AND PROCESSES

From July 1, you can call our longstanding head office number 03 8681 2444 and press 2 to be connected with **Ally** and the Customer Relationship Team or e-mail:

 ally@convergeintl.com.au

CALLING IN A CRITICAL INCIDENT MADE EASIER

When you call our long standing 1300 687 327 number you can now press 1 and be connected with a highly skilled, senior team member who will be able to provide immediate support and/or Critical Incident intake and triage.

LIKE TO KNOW MORE?

- Tip Sheet 1 – New Digital Systems & Process for All Customers
- Tip Sheet 2 – New Digital Systems & Process for Retainer Customers
- Tip Sheet 3 – FAQs



This information is also available in your website portal. Just click on the '**New Systems & Processes**' button under '**Resources**'. You'll find it in the horizontal scrolling list on the screen.

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