

Metiri Mensus Customer Service

Unparalleled attention

“ the merchandising and business intelligence experts ”



SERVICES

Service isn't just about helping you solve problems, it's a whole lot more and the team at Metiri Mensus are not only serious about providing great service, but committed to developing a centralised resource environment for our customers. You may already know us as the friendly voice on the other end of the phone when you call Metiri Mensus for support. This hasn't changed. However what happens behind the scenes is just as important when it comes to providing unparalleled service. So how does this affect you, our customer?

SUPPORT SERVICES

Same Day Response - We will get back to you regarding any issue within the same day. If we can't solve the issue in the same day then we will inform you and keep you updated until a resolution is found.

International Support - Our links to our international partner network means that if your issue cannot be resolved with us here, our global network will lend a hand.

Calls Tracking - All issues that are processed with the Metiri Mensus Customer Service Centre are logged in our support database. So when you call - expect to be asked some questions. This is to ensure that we have the correct details required to process your request fast.

Product Upgrades - Our Software Development team works closely with our Customer Service team. As the product is enhanced & improved following client input, future versions will be released.

ACCOUNT MANAGEMENT

Our team will make contact with you on a regular basis through meetings, phone and email communications. If you have specific opportunities or issues to explore, we will discuss your needs and follow up accordingly. The aim is to build a business-to-business relationship for any joint planning of projects in order to understand how we can support you more effectively.

INDUSTRY INITIATIVES

Website - with the latest up to date information on Solutions, Consulting, Training, Events, Downloads and Support.

Quarterly Newsletter On The Shelf - the essential online resource that provides news, opinion and analysis on all aspects of the Category Management industry and the Apollo Suite range of products.

Monthly Technical Tips - Shortcuts, tips, tricks, and helpful advice from the experts.

Apollo User Group - Regular user groups discussing the latest issues, whether you're a seasoned pro or just starting out in space management.

Annual APAC event (Asia Pacific Apollo Conference) in both New Zealand and Australia covering current industry trends, new technology, retailer requirements, and featuring local and international speakers.



Metiri Mensus Website



Quarterly Newsletter (OTS)



Asia Pacific Apollo Conference



METIRI
MENSUS

Part of a complete range of merchandising applications

Macro Space Planning

Micro Space Planning

Planogram Automation

Planogram Distribution

Services



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