Enterprise Hive
.................Social Business Software

HiveSocial™ for Social Customer Service

> "We knew early on adopting social business software was critical to enable our global membership community to collaborate more meaningfully – and with Enterprise Hive's solution we can deliver what our members need."

Larry Johnson
CEO
New Media Consorti um (NMC)

About Enterprise Hive

Enterprise Hive creates social business software solutions to help organizations and companies achieve their business goals using private, secure online communities with embeded game mechanics. Enterprise Hive's community software platform enables your organization's stakeholders to connect, collaborate and fuel their productivity, giving you the power to drive your organization's effiiency and growth.

According to Accenture, Web-based self-service costs companies as little as five cents per customer, while providing live telephone support can cost anywhere from $6 to as much as $75 dollars per interaction[1]. With companies continuing to grow their customer base, customer support programs are a significant cost center expense. Every dollar saved providing customer support can be applied to profit. While more and more customers and employees are accessing the internet for answers to their critical issues, companies are wondering if there might be a better way to support their stakeholders.

The answer is social customer support communities. In today's competitive market, you are looking for ways to increase customer and partner satisfaction and fuel your organization's overall productivity and efficiency. That includes harnessing the power of online communities, collaboration and knowledge sharing capabilities to maximize opportunities for impact and success.

Enterprise Hive's community software platform HiveSocial™, offers unrivaled collaboration tools to empower your employees, customers and partners to engage in online communities. With HiveSocial™ for Social Customer Support, you can connect your stakeholders through private, secure and flexible online communities that create an exceptional customer service experience. By enabling knowledge sharing and peer-to-peer support, your customer satisfaction and retention will soar. Developed to gather better insights into your customer and partner experiences, ideas and needs, Enterprise Hive brings new meaning to being a customer centric company. With our community-building platform developed as a secure cloud-based application, Enterprise Hive is easy to use, quick and cost effective to deploy, and a snap to manage.

HiveSocial™ for Social Customer Support

When it comes to social customer service, traditional tools like email, phone and social media channels are giving way to seamless, flexible and private online communities. With HiveSocial™ for Social Customer Support , organizations create a select array of flexible, collaborative online communities that connect customers, partners and employees, giving you the ability to drive new business value as well as improve service and support.

Enterprise Hive software and solutions:

- Improve call deflections, first-contact resolution, agent productivity and customer satisfaction

- Reduce Tier 2 support issues, agent – assisted email, time to onboard new agents

- Enable agents, customers and partners to engage in peer-to-peer support

- Motivate stakeholder participation, engagement, and loyalty via Gamification

- Empower you to quickly drive product innovation and ideation

- Improve your Web site content and Search Engine Optimization

- Deliver increased customer and member growth and retention

- Accelerate your brand and market competitiveness

- Deliver increased customer and member satisfaction

Source: 1. http://www.accenture.com/SiteCollectionDocuments/PDF/CustomerServiceandSupportfortheElectronicsandHighTechIndustry.pdf

HiveSocial™ is a comprehensive social business software solution that delivers powerful communication and collaboration features and functions, including:

- Blogs, Comments, Events, News, Polls and Bookmarks
- Real-time Chat
- Gamification elements for intrinsic and extrinsic rewards
- Unlimited custom modules (widgets)
- Knowledge disovery through the use of tags and categories
- Customized branding
- System and community level reports
- Dynamic user profiles with privacy options

- Wiki spaces for each community
- Audio and video publishing
- Indexed search within all blogs, documents, wikis and profiles
- Integration with web-based applications, such as survey tools
- Single sign-on options
- Unlimited combinations of communities and sub-communities
- RSS feeds and social media integration
- HiveSocial™ API

For more information about Enterprise Hive, contact:

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