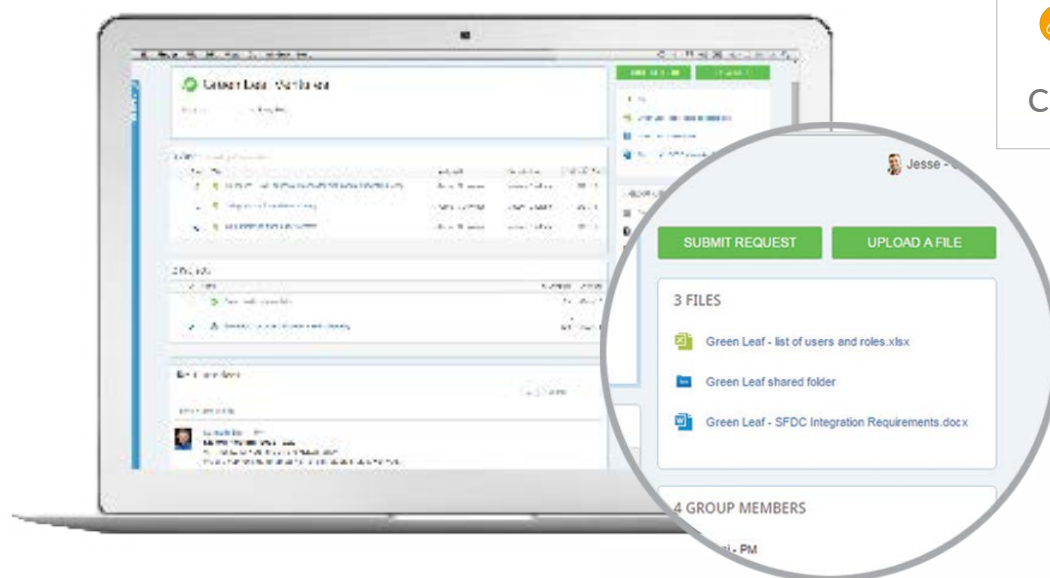


Drive customer satisfaction with Clarizen External Collaborator

Focusing on the success of your customers is critical for your company's growth. Clarizen's External Collaborator solution delivers a new way of communicating, collaborating and delivering results throughout the service delivery lifecycle. Effective execution leads to increased customer satisfaction – and competitive advantage.

A one-stop shop portal for customers

- Easy access for customers to their projects, files, conversations and requests.
- Simple and intuitive interface - no training needed.
- Secure and limited access, so customers cannot view sensitive or private information.
- Portal automatically created and access granted as soon as you invite the customer contact.



Service delivery professionals face a whole host of collaboration challenges:

- Ineffective and manual communication/collaboration processes
- No way to capture and execute on customer feedback
- Unable to easily share ongoing progress of engagements
- Difficult to bring new resources up to speed

Clarizen can help.

Streamline customer collaboration

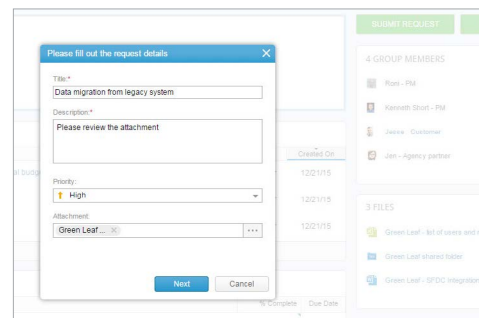
- Gain a new level of communication, transparency, and responsiveness into your company's customer relationships.
- Engage in consistent, secure discussions with your customers, in context of the work you are delivering for them.
- Maintain a single project plan, but only share what you want to share with your customers.
- Ramp up new resources on your and your customers' teams quickly and effectively.

Features

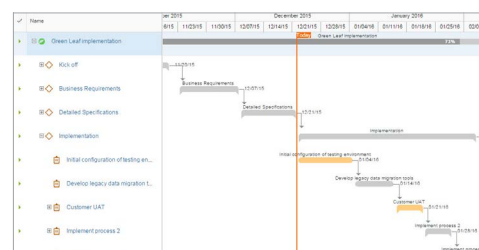
- Workflow and user experience can be configured to map to your and your customers' specific needs and processes.
- Tasks can be color-coded, so customers can easily spot what they need to do.
- Sharing of project plans can be restricted as desired (e.g., only milestones, only billable items).
- Public discussions on the customer portal are separated from your internal teams' private discussions.
- Portal look and feel can be tailored to match your customers' brands.
- Customer contacts can be automatically provisioned from the Clarizen/salesforce.com integration.

Start collaborating better today

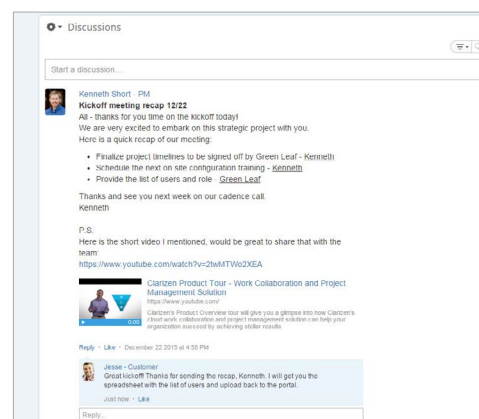
Please contact a Clarizen account representative for details on how you can collaborate better with your customers to deliver increased satisfaction – and competitive advantage.



Customers fill out a simple form to submit a request for work. Easily configure the form to capture the key data needed to complete the request.



Customers can view the project plan, with their own tasks highlighted with color-coding.



The discussion thread stores kick-off meeting minutes, customer responses and context around the work being done.

About Clarizen

Clarizen is a global leader in collaborative work management software, bringing together cross-company project management, configurable workflow automation, in-context collaboration and a tailored, role-based experience, all built on a secure, scalable enterprise platform. Visit us today at www.clarizen.com

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