

Telehouse Customer Plus

A service tailored to meet the unique needs of your business

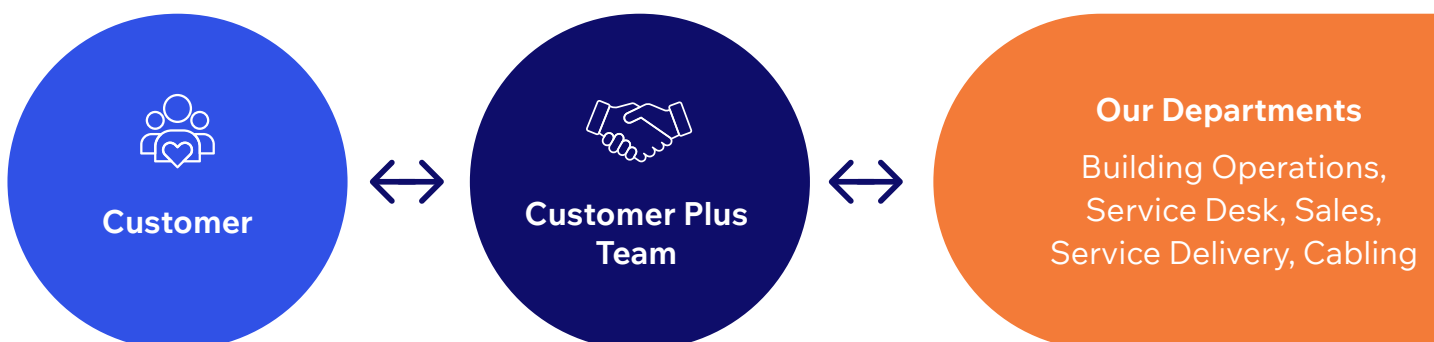
Telehouse is committed to offering dedicated support and tailor-made solutions, enabling your business-critical operations to run smoothly.

Customer Plus provides a dedicated and proactive single point of contact who partners with you to deliver a seamless experience and support the evolving needs of your business.



How Customer Plus works

Telehouse offers two tiers of Customer Service Management (CSM) services: Gold and Platinum. Both tiers provide a suite of services designed to elevate customer satisfaction, enhance service efficiency, and meet your operational requirements. For businesses requiring more comprehensive support, the Platinum tier provides an even broader range of features to tackle complex needs.



Benefits of Telehouse Customer Plus



Time Saving & Streamlined Support

Leveraging a CSM as part of your extended team, expect **streamlined support for issue resolution and improved service delivery**, allowing you to focus on what matters most – growing your business.



Support for your Complex Needs

In times of need, your dedicated CSM **manages escalations and ensures clear, timely communication** to swiftly resolve issues and **keep your business-critical operations running smoothly**.



Compliance Assistance

Your CSM **provides vital access to information and support**, helping you navigate the growing demands of internal governance, compliance, and operational requirements.



Consistent and Reliable Quality Service

Through our deep understanding of your business and a strong relationship, **we consistently deliver tailored solutions that meet your unique needs**.



A Trusted Partner

Your CSM serves as a **trusted partner**, elevating the relationship between your business and Telehouse to drive mutual success.



Expertise

With expertise across your sector, your CSM provides **tailored support and advice** to help you meet industry-specific regulatory and policy demands.



Simplified Resolutions

Your dedicated CSM **takes the complexity out of issue resolution**, serving as your direct liaison with Telehouse. From troubleshooting to escalating concerns, **we ensure rapid resolutions that keep your business moving forward**.



*“Responsive, positive, collaborative and accountable.”
“Always on top of any issues and keeps us regularly updated on any of our issues or anything happening in Telehouse.”*

2023 NPS Feedback

Service offering tiers

Service	Description	Gold	Platinum
Assigned CSM	Dedicated Customer Success Manager as your main point of contact: co-ordinating internal resources to respond to enquiries and support escalations	●	●
Billing Support	Managing and supporting the resolution of all billing queries	●	●
Custom Reporting	Creating custom monthly service reports	●	●
Service Reviews	Conducting regular service review meetings	●	●
Audit Coordination & Documentation Support	Co-ordination and management of responses to customer information requests, such as audits and site visits	8 hours	Unlimited
Networking and Industry Events	Priority access to customer networking and industry insight events, as well as exclusive Customer Plus events	●	●
Updates on Telehouse Initiatives	Regular updates on new products and services, and upcoming Telehouse projects	●	●
Business Review Coordination	Coordination and initiation of business review meetings	●	●
Project Coordination	Management and 'on-the-ground' support of customer projects	Add-on	●
Weekly (Ops) Collaboration meetings	Co-ordination of operational focused meetings	●	●
Security / Facilities / Maintenance Updates	Priority updates on enhancements, initiatives and new services across the Telehouse campus	●	●
Custom requests	Co-ordination of responses to bespoke customer requests	Add-on	●

To discuss the Gold and Platinum offering further, contact our Customer Plus team

"Very much appreciate the Customer Success Managements continued support and assistance, with professionalism, quick replies to queries and help in coordinating key customer activities with other TELEHOUSE teams."

2023 NPS Feedback

Get In Touch Today

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