ALVARIA®

Alvaria Workforce Engagement Management (WEM)
Infinity Programme

With Alvaria WEM, you have all the tools you need to run an efficient contact centre, delivering high-quality interactions to your customers without sacrificing your bottom line. Whether your call centre staff is working on-site, remotely or in a work-from-home setting, Alvaria WEM delivers an efficient on-site or virtual agent workforce experience that enables you to get the most from your contact centre technology.

Alvaria WEM Infinity is a multi-year programme designed to help customers protect their investment, take advantage of the the latest new features and enhancements, and ensure ongoing security and compliance for Alvaria WEM deployments. This programme also provides ongoing support for upgrades and professional services credits which can be applied to Alvaria WEM upgrades after joining the programme.

WHY JOIN?

Enhancements and Updates

Customer success focused enhancements and roadmap updates

Simplified Upgrade Process

Simplified upgrades including latest optimised deployment automation tools and methods

Security and Third-Party Refreshes

Major refresh of third-party technology to help ensure compliance with IT and security standards

Upgrade Support

Alvaria Project Manager programme planning / coordination and User Acceptance Test (UAT) /Go-Live support

PROGRAMME FEATURES

Upgrade Assurance

The Alvaria WEM Infinity Programme entitles customers to Alvaria WEM release and planned roadmap updates. This includes feature enhancements, security updates, third-party application refreshes, and hardware upgrades.

> "We understand that not all our customers are alike or have the same deployment requirements.
>
> We intend to support them as long as they depend on Alvaria to provide excellent customer experiences."
>
> – Patrick Dennis, Alvaria CEO

Professional Services

The Alvaria Workforce Engagement Management (WEM) Infinity Programme includes professional services credits to reduce the cost of upgrading Alvaria Workforce™, Alvaria Performance™ and Alvaria Quality™ systems covered under the Alvaria WEM Infinity Programme.

- Install core and/or lab Alvaria Workforce software on new hardware and upgrade / migrate configuration and reporting data from the existing system
- Install Alvaria Performance and/or Alvaria Quality software on new hardware and upgrade / migrate configuration and reporting data from the existing system
- Alvaria Project Manager programme planning / coordination and User Acceptance Test (UAT) /Go-Live support

Ongoing support

Alvaria understands that not all our customers are alike or have the same deployment requirements. The Alvaria WEM Infinity Programme provides a path for upgrades, with expert consultation, planning and implementation services and maintenance benefits for all users of older versions of Alvaria WEM software who agree to upgrade to a supported version as part of the programme.

PROGRAMME FEATURES

Customers are entitled to the benefits of the Alvaria WEM Infinity Programme if the following conditions are met:

1. Committing to a 3-year maintenance renewal for all active Alvaria WEM systems: Alvaria Workforce, Alvaria Performance and/or Alvaria Quality.

2. Being either on a supported version of Alvaria WEM: Alvaria Workforce, Alvaria Performance and/or Alvaria Quality software or agree to upgrade to a fully supported version within 12 months of joining the programme.

Maintaining contact centre infrastructure is critical to providing outstanding and differentiated and employee customer experiences. Alvaria is committed to supporting our customers as long as they depend on us to provide service to their customers, and we will continue to invest in the solutions you depend upon to power your contact centre.

Contact your Alvaria Account Team today to join and take advantage of all the benefits of the Alvaria WEM Infinity Programme.

About Alvaria™
Alvaria helps organisations efficiently manage and engage the modern workforce and connect compliantly with customers and prospects. Our open, innovative multi-platform is purpose built for two core competencies; a feature-rich, intuitive, and intelligent workforce engagement management platform, and a multichannel proactive compliant outreach platform. Alvaria, the product of the merger of world leaders - Aspect Software and Noble Systems - is proudly celebrating 50 years in business reshaping customer and employee experience. ALVARIA. Reshaping Customer Experience™.

ALVARIA®