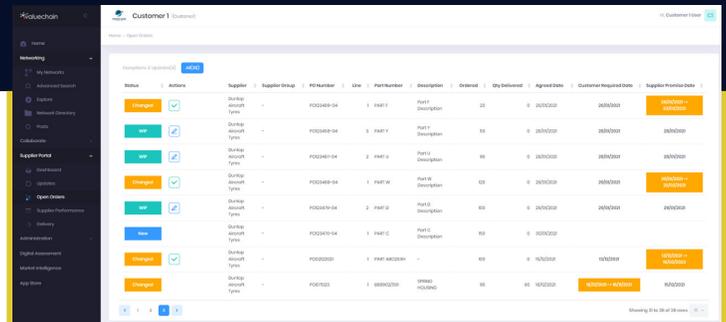# valuechain
## CUSTOMER PORTAL



# Increase customer satisfaction

With manual and fragmented systems, maintaining high levels of customer service can be challenging. You are often fielding customer calls, chasing updates from the shop floor, and making adjustments due to last minute change requests.

Valuechain's Customer Portal automates communication, shares order-book status and gives stakeholders real-time visibility of job progress. The 2-way collaboration portal integrates with your ERP/ MRP system and tracks job progress, giving all parties updates along the way. So, if your customer needs an update, they can simply open the secure link, and view the status of their order book.

Additionally, you can collaborate with customers to resolve quality issues and agree delivery dates using best practice digital workflows that help you work together efficiently.

Learn how to level-up your customer service with Valuechain's Customer Portal.

**Share live order-book status with customers**

**Collaboratively resolve NCRs**

**Cyber Essentials secure**

# SCALE your customer service

### STREAMLINE
### client management

Integrate Customer Portal with your MRP system to reduce data entry and visualise order book status.

### CONNECT
### & collaborate

Allow customers to monitor live order book status. And collaborate to process NCRs and agree scheduled due dates.

### ANALYSE
### 2-way performance

Share a single source of truth so you can collaborate to interrogate information and improve.
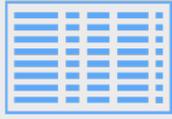
### LEVEL-UP
### customer service

Increased transparency builds trust-based relationships, helping to retain and grow your order book.

### EXTEND
### your network

Create your competitive advantage by sharing customer-validated KPIs via our B2B Networking platform.

### Automatically visualise order book status
Link with your MRP system to automatically display order book status and easily update customers.

### Share order book status with customers
Each customer can log in to the portal and view their current and scheduled order book with you.

### Collaboratively resolve NCRs
If customers discover an issue, they can raise an NCR directly in the portal for you to investigate and resolve collaboratively.

### Secure data management
Valuechain is Cyber Essentials certified to ensure your information is securely managed and protected.

### Analyse & share KPIs
Monitor your quality and delivery performance to customers, and share KPIs personalised dashboards with each customer.

### Full audit traceability
You and your customer can suggest changes and add comments on specific items, and system captures full traceability of who changed what, when.

### Rapid deployment
Need it quickly? No problem. The Customer Portal can be integrated with your current ERP system, or you can use data from spreadsheets.

### Customer surveys & questionnaires
Want to send surveys to customers? Simply select a template from our library, edit it and hit send. Then, analyse results and share with stakeholders.

### Revise and agree promise dates
If your customer needs an order quicker or in larger quantities, they can submit requests in Customer Portal for you to accept or propose an alternative.

*"We can now offer exclusive access to all our clients into their own dedicated works order portal, so as we project manage the full manufacturing process our clients are involved every step of the way."*

Carl Joy, Managing Director, Pure Network

## Pure Network
The Power of Collective Engineering

# valuechain

## Scaling collaborative networks

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