AdaptCX
CUSTOMER SUCCESS

VERIDAPT

Customer Support That Drives **Better Operational Outcomes** through Fuel Management Insights

VERIDAPT is the leading fuel management platform for mining and rail with a reputation for developing innovative and reliable solutions, led by our team of experts committed to customer success at every level.

BHP, Rio Tinto, Glencore, BMA, Pacific National, Yancoal, Canadian National Railway and Aurizon are just several of the clients who rely on our Customer Success Team to provide maximum fuel management operational outcomes.

The **VERI**DAPT Customer Success Team recognises the importance of generating accurate reconciliation data and driving fuel savings in the mining and rail sectors.

VERIDAPT seeks to engage customers at the highest level to continually increase value. The result is greater ROI and overall satisfaction.
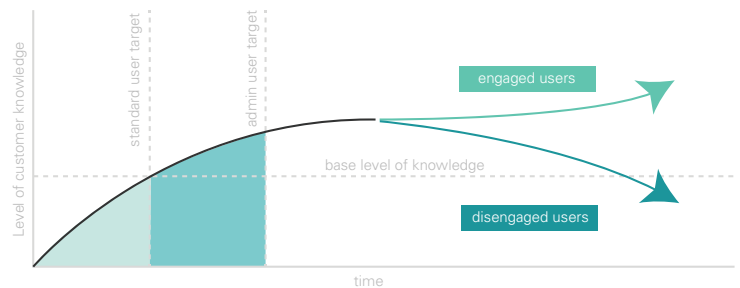
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	Standard	Premium	Platinum
Onboarding Program	✓	✓	✓
Help Desk Support - Business Hours	✓	✓	✓
Live Monitoring of Alarms	✓	✓	✓
Adapt**IQ Software Upgrades**	✓	✓	✓
Adapt**MAC/NX Firmware Patching**	✓	✓	✓
Adapt**MAC/NX Firmware Update Functionality**		✓	✓
Help Desk Support 24/7		✓	✓
Dedicated Customer Success Manager		✓	✓
Weekly System Health Check		✓	✓
Monthly Reporting		✓	✓
Monthly Continuous Improvement Meeting		✓	✓
Proactively Identify Issues, Log and Resolve		✓	✓
Dedicated Integrated Fuel Champion			✓
Daily System Health Check			✓
Driving System Outcomes			✓
Customised Reporting			✓
Data Analytics and Insights			✓

Customer Support That Meets The Needs of Every Business

From troubleshooting through to complete data analytics, **VERI**DAPT provides a level of customer support for every business that allows for accurate reconciliation and fuel efficiency at every stage of the supply chain. Our Customer Success Team stands behind our proprietary hardware and software technology – from delivering a high-touch onboarding program that ensures user confidence to monitoring performance, providing detailed reports and sharing our extensive industry best practice knowledge.

Standard

The Standard offering is specifically designed for basic digital hydrocarbon management and troubleshooting at the site. Onboarding is a key component of all levels of **VERI**DAPT's Customer Success. Standard users can expect prompt and thorough responsiveness to any inquiries, requests about our technology and systems deployment. Remote technical support and monitoring of alarms in real-time is included. Regular software upgrades for Adapt**IQ** automatically updated and hardware devices made available when required.

The Standard level of service empowers customers with the tools, resources and knowledge to independently make informed decisions and resolve issues to ensure accurate reconciliation.

Premium

Premium support includes all standard support services with the added benefits of a proactive approach supporting greater hydrocarbon management performance and better operational outcomes.

Premium customers are assigned a dedicated Customer Success Manager by **VERI**DAPT to remotely monitor operations and conduct weekly performance audits. This facilitates identification and proactive notification of potential issues. This support is key to ensuring consistently accurate reconciliation with high data integrity.

Premium customers receive 24/7 help desk support delivered remotely through our in-house technical support team.

Weekly system health checks and monthly reports with collaborative review meetings are part of the proactive scope that provides enhanced fuel management operational outcomes.

Platinum

VERIDAPT Platinum is the ultimate level of hydrocarbon management customer success service offered. It includes all benefits of Standard and Premium levels of support and much more. A highly trained **VERI**DAPT expert is exclusively dedicated to analysing and troubleshooting at every stage of hydrocarbon management at the site.

Platinum is effective for customers with resource constraints, providing the benefit of SMEs with industry experience to support and compliment your on-site team. This high-level service provides regular reporting, insights and training to meet specific business needs and drive operational efficiency. The dedicated resource will provide remote support from a **VERI**DAPT office and act as an extension of the in-house team with access to integrated business systems. This scope can be customised to meet specific business requirements and objectives.

Platinum support includes live system monitoring and daily reviews of system performance tracking incidents through to resolution. Customised reporting and data analytics provide granular data to identify and drive greater operational efficiency and utilisation.

Platinum provides a pathway to achieving the highest level of hydrocarbon and emissions management through industry best practice and **VERI**DAPT expertise.

Global 24/7 Support

VERIDAPT Customer Success provides technical support through our specialised team complimented by a global network of technical partners.

For more details contact us at **sales@veridapt.com**

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