

MENTOR IS YOUR ENTERPRISE END USER SOLUTION



Internal Employee Study: December 14, 2001

91.9% did not need to call the Help Desk after using Mentor.

Organic Support [ôr'ganik sə'pôrt]

noun – A new term coined by the Forester Research white paper, “Organic Business” March 24, 2004, it’s the practice of imbedding support in service delivery vehicles (Help Desk) as well as in the application the Help Desk is charged to support. Mentor has been delivering organic support since 1994.



External Online Customer Study January 31, 2000

90% of consumers requested Mentor be made a permanent service offering.

It’s universally agreed that enterprise software integration challenges begin with the end-user. At the heart of these issues is a communication problem; a fundamental breakdown in end-user understanding of IT service offerings and reengineered business processes, combining to create a real drag on productivity and system-wide performance.

Mentor[®] is a truly innovative solution because it empowers every end-user with the three essential elements crucial for their success (communication, learning and support). And Mentor does it right at their desktop, embedded in the application.


Traditional approaches to enterprise productivity don’t incorporate the organic support¹ approach your users require, but Mentor does. Mentor drives end-user job/task success to deliver a just-in-time solution that ensures end-user satisfaction and real enterprise results

- Shorten deployment times for new applications and software upgrades
- Accelerate end-user assimilation² of software and technology
- Experience a 20% to 45% reduction in service desk³ calls
- Deliver a significant short-term Return on Investment

Mentor is like no other solution because it’s specifically developed to focus on your processes and then integrated into the enterprise infrastructure via the same technology it’s charged to support. Mentor reduces costs, increases end user satisfaction and is proven to actually decrease the number of Help Desk calls put through to live agents.

We make some big performance claims, but that’s because we have a significant history to stand behind.

- Over twelve years of delivery and development experience
- Over 8.5 million Mentor product licenses sold
- Over 40 million end-users worldwide
- A “Who’s who?” list of enterprise clients (including 9 of the Fortune 20)

 **Pitney Bowes**
saves \$50,000 a week

²End-User Assimilation
[end 'yoʊzər ə,simə'lā SHən]
noun – The time it takes for any new application or service to become “business as usual,” includes end-user mastery and normalized Help Desk call volume.

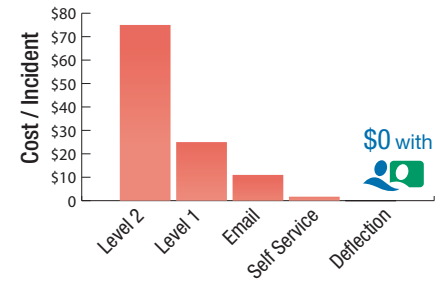

saves over \$750,000 per year

³Service Desk
[sə'rvɪs desk]
noun – This is the maturity of the Help Desk, as it's become proactive by adding self-service solutions like auto password resets, voice IVR and Mentor, delivering end-to-end problem management and service level management while reducing end-user interactions with live agents.

Mentor CLS, Inc. offers you a solution critical to the performance, profitability and end user satisfaction of your IT infrastructure.

- Enhance your ability to add value within Level 1, Level 2 and mission critical application infrastructures.
- Deliver a proven, scalable and cost-effective methodology serving the entire enterprise.
- Augment your current offerings with a proactive user support solution available 24/7/365
- Integrate Mentor, a call deflection solution, to drive your ability to meet service level objectives.
- Reduce your service cost per incident and increase the profitability of your IT organization.

Service Desk Support Costs



Mentor is the only solution that shortens application deployments and upgrades, accelerates end-user adoption while reducing the cost of training, and reduces help desk calls by as much as 45%. Business results powered by IT require a different approach. Mentor. A better way to use any technology.

To begin research on why Mentor should be your enterprise end-user solution:

203 855-9400, ext. 1234, or go to **www.trymentor.com**.



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