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 BUSINESS



WITH
SANJOG AUL

CIO Talk Network
Wednesday at 7 AM Pacific
January 12th 2011: Measurably enhancing the
ROI on end user support through IT

Selling is tough and keeping buyers/students/patients happy is even tougher. Today's consumers are demanding. They want support anytime, anywhere, including diagnostics and fast problem resolution. In the age of 24/7 customer tweeting what does it take to keep buyers happy? How do we measure the ROI of our investments in support people, processes, and technologies? What can we do to continually enhance the ROI of such investments?



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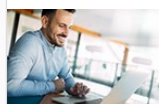
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