

Symplicity CARES

(Clients Are Really Everything at Symplicity!)

Symplicity believes that Clients Are Really Everything at Symplicity! We appreciate the opportunity to partner with an extensive and diverse number of colleges and universities around the world. We are dedicated to providing the best customer service possible. As part of our commitment, we have highlighted our efforts to exceed client satisfaction below.

Comments & Concerns

Feedback – By learning from all our clients' knowledge and experiences, and embracing your expertise and feedback, we build system roadmaps in order to best address your technology requirements.

Client Relationship Specialist (CRS) – You will have an account manager with years of experience supporting you who will proactively follow-up with you to ensure your overall happiness and confirm that our products are meeting and exceeding your expectations.

System Utilization Meeting (SUM) – We offer System Utilization Meetings to help you better understand the specific aspects of your system configuration and learn how to maximize your usage.

Client Neighborhood – You will have access to an online collaborative environment where you can connect with peers at other institutions, look up references with particular module expertise from a user directory, vote on system enhancements, and participate in discussion groups to glean and share best practices, tips, and advice.

Creative Customization

Client Branding – From the system header and footer to the tabs to instructions on each field, your system is highly customizable. Symplicity staff will also assist you in branding your system to match your institution's website, custom colors, and logos as well as modify the text to ensure that the system resonates with your end users.

System Roles & Rights – Our system of user rights allows you to create varying levels of access within your office staff. These rights include the ability to access, edit, and/or create records that are appropriate to their role.

System Integration – We have many system integration options available to our clients. Our Technical Support Team can take the lead in integrating your system with your current student information system (SIS) to provide automated student data synchronization. And our password-authentication services can provide students and staff with seamless one-click access to the user interface.

Professional Services – If you would like to build a custom component that is school-specific, we invite you to work with our Professional Services Team to ensure that our technology supports all of your business and functional requirements.

Customer support

Experienced, Real-time Help Desk – Any office staff member may dial the Support Help Desk during business hours (9:00 AM to 8:00 PM EST) and speak with a live person. The Help Desk is staffed by team members who have years of experience working in higher education and managing clients.

Web Developers and System Engineers – Symplicity has a dedicated staff of developers and engineers that are fully prepared to resolve client-reported issues as quickly as possible. Furthermore, our server infrastructure is monitored 24/7 for mission critical availability issues.

Client Events – Symplicity provides clients with opportunities to interact with their peers at annual conferences, regional training sessions, and roundtable discussions. These events also offer a collaborative environment to provide Symplicity staff with product feedback to ensure that the technology is consistency evolving.

Six Week Implementation – We will provide an action plan and commit the necessary resources to guarantee you will be up and running in timely manner.

Implementation Specialist – A specialist will ensure that the implementation process is as straightforward as possible. Our Implementation Specialists have years of experience using the product as a client and deploying it for hundreds of institutions.

Customization Support – Symplicity will work with both your office and your IT department to ensure that the system is customized to your specific needs with minimal client effort.

Seamless Data Migration – Symplicity will take the lead in migrating data to your new system instance with minimal client user effort and/or client IT intervention.

Unlimited Training – Symplicity offers unlimited training sessions to guarantee that all staff members -- from leadership to administrative roles -- are able to fully utilize the entire suite of system tools. Recently hired multiple new staff? Just let us know, and we'll offer them immediate training to get up-to-speed.

Commitments

Data Ownership and Control – All data within a system is owned by the client and the client can access and export it at any time. No data is shared with third parties.

We Will Get to Know All of our Clients – Our Support Team will fully understand your specific needs and processes to ensure that answers are tailored to maximize your use of the system.

Relentless Innovation – Symplicity is committed to implementing innovative and highly functioning technology, while we ensure that the client has an intuitive user experience.