

NEW CLIENT SUCCESS

Choosing Routeique™ is the first step to a seamless supply chain. The second is a successful onboarding experience. We're here to provide you with customized support and resources during the onboarding process and through continued support services.

It's Easy to Get Started

Our solutions are intuitive to navigate. We'll make sure you know which buttons to press, but more than that, we're here to make sure you're getting the most value from the available features.

Think of us as a product specialist joining your team!

Personalized Service From Our Team

We support your journey by assigning you your very own member of our Client Success team. Your Client Success liaison takes the time to understand all of your needs, acting as a consultant, guide, and product advisor.

How our team will support you:

- Assist with an effective, efficient implementation approach.
- Help you develop a strategy to best leverage the available tools to meet your goals.
- Outline what you can expect throughout the onboarding process.
- Send you friendly reminders about the next steps.
- Make sure you have all the resources you need.

There's no one-size-fits-all formula, which is why we offer three onboarding packages to fit your needs:

- If you prefer a more self-directed set-up, it's quick and easy to get started. If you have a question, you have 24/7 access to online training materials, chat support, and video guides.
- If you want a more hands-on approach with added engagement on how to get the most value from the solutions available, we have a tier for that.
- Or, if you prefer a full concierge service with custom training sessions for your team, we've also got you covered.



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Handing Over The Keys

At the end of your personalized onboarding, your Client Success team member gives you a customized feature tour based on your objectives, demonstrates some use cases, and then hands you the keys! You're now set up with the tools you need to create your seamless supply chain.



Technical Consulting

Want to get more out of Routeique™? Our Technical Consultants can assist with API integrations or customizations for a one-time project or ongoing basis.

Customized Training

Our User Education experts can help you roll out a training plan for each of your user groups, ensuring your team gets the most out of your transition to Routeique™.

We can also develop customized training sessions for different types of users within your business - whether you'd like to kick things off by training your drivers on the DMS mobile app or share your new online ordering experience with your customers.

But you won't be seeing the last of us there...

Support Services Are Here For You

Onboarding is the start of a long and happy partnership, so let's make sure we keep in touch!

We love to know how our solutions deliver value for you as your business evolves, and we'll keep you updated on upcoming releases.

Our well-rounded support service is always available when you need a hand (or don't remember which button to press). Our online Knowledge Base includes videos and guides, and our support chat and email let you reach our Client Success team quickly.

We also love hearing your voice, so don't hesitate to reach us by phone if you prefer!

It's a partnership! We only succeed when you do.