



## Optessa Support: Best in Class

### Key Takeaways:

■ **Optessa is very proud of our planning and sequencing solutions and we do the very best to ensure that every customer is delighted with both the software and the support provided. We build long term relationships to meet ever evolving business needs and trust, going the extra mile when it comes to support.**

### Discussion:

Optessa licenses COTS software packages. At the most basic support level, support is provided at customer request when issues are found. The support plan is designed such that it supports a variety of activities such as hands on intervention at time of new business requirements when required; targeted training; IT support, etc.

Our Quality Assurance team ensures that software is fully tested and that error messages are adequate for self-analysis; often, errors result from data problems. Optessa staffs an around-the-clock support desk and will respond to trouble tickets within an hour. The primary goal is to always get the customer up and running quickly. Often that means a workaround followed by a software patch if the issue is with the Optessa software and not the customer environment or a user error.

We provide support from start to finish of a project. And, once projects are completed, we hold touch point meetings to keep communication lines open long after the implementation has been completed to build and maintain the long-term partnership.



### Use Case 1:

We have partnered with one of our clients to provide a full end-to-end enterprise solution to planning and sequencing automobiles. Optessa solutions are used as engines of business transformation. As part of this cooperative effort Optessa has been involved in every step of the design, test, and deployment process. As a trusted member of the client's product team we participate in scrum teams, help draft requirements in conjunction with the IT and business teams, assist with database design, actively participate in debugging the client's IT environment in addition to Optessa services, and help with version upgrades and regression testing.



 **Use Case 2:**

An automotive manufacturer at the beginning of the Covid pandemic went into an unplanned shutdown. Due to this shutdown and limitations of their planning software, they were unable to plan in advance for plant startup. The manufacturer's past data was not being sent to Optessa, hence they were stuck and needed urgent help figuring out how to use past data with Optessa.

Optessa employees voluntarily worked around the clock to diagnose the issue, come up with the workaround, manually edit the data for the workaround, test it whether the workaround worked as intended, produced the plan on our servers and then sent the scenario to the customer so it could be exported to their host system. This happened multiple times during the first few months of the covid pandemic as there were many such unplanned shutdowns because of supply chain issues. This led to the manufacturer to give us an appreciation certificate recognizing our efforts in going above and beyond what was expected from support.

**Conclusion:**

Optessa makes sure that our customers get the right set of solutions to complex planning and sequencing problems. This is in the short-term with our help desk and support staff and in the long term with continued follow-up. One of our largest customers, a major automotive manufacturer, says "They are one of the best vendors we have ever worked with. Their support is second to none."

**About Optessa**

Optessa provides top global manufacturers with the only planning, sequencing, and scheduling software that mathematically guarantees results using patented algorithms that adapt to all challenges without custom code. The software works equally well in a broad range of manufacturing industries, as well as in shipping and logistics. Headquartered in Alberta, Canada, with branches in Hazlet, New Jersey, USA, and Goa, India, Optessa's leadership team leverages its deep expertise in software, mathematics, manufacturing, and optimization technologies to deliver unmatched customer satisfaction.

To learn more about Optessa please visit [www.optessa.com](http://www.optessa.com).