



infoMaestro®: Orchestrating People and Information

Improve response time and consistency with infoMaestro®.

Today's information-driven, global economy presents new challenges. Inquiry volumes from professionals, customers, and regulators continue to rise. Unique questions require collaboration with colleagues who are often in different locations. At the same time, authors are under pressure to deliver a consistent response to the same question globally. Response creation and delivery can become frustrating, time consuming, and costly.

GP Strategies™ infoMaestro: Orchestrating People and Information

Orchestrate Your Authors, Specialists, and Partners

Information teams quickly assemble personalized responses from approved content. Authors rapidly create new, approved information for global questions. Cases are automatically routed to other specialists or systems. Responses are rapidly fulfilled through web, email, mobile platforms, or even traditional paper-based services. Cases are closed quickly with automatic response logging to the customer case management system.

The result? Your team can respond to a complex question anywhere in the world with a timely, accurate, and consistent answer.

Coordinate your response packages quickly and easily.

infoMaestro provides an authoring environment for creation and maintenance of consistent, reusable, response components. Contact center responders combine approved components with contact and case information to quickly assemble and track responses.

- **Authoring** – Create and manage consistent global response content.
- **Case and Contact Management** – Manage global customer data and capture specific questions as they're asked.
- **Response and Tracking** – Find, select, and assemble approved content into a response for verbal or physical fulfillment.
- **Research** – Quickly locate specific information content for responses or reporting.



Platform options:

- Cloud-Based
- On-Premise

Speed your response time with synchronized capabilities.

With infoMaestro connecting your people and systems, you can:

- Collaborate efficiently with your colleagues.
- Quickly find the content you need.
- Effortlessly assemble tailored customer response packages.
- Easily send and track your verbal, email, fax, or mail responses.



Choose the infoMaestro platform that works best for you.

CLOUD-BASED	ON-PREMISE
<p>A complete, state-of-the-art system hosted securely in the cloud:</p> <ul style="list-style-type: none">• Rapid deployment to be up and running quickly• Secure and private data storage• Scalable and redundant availability for high performance• Tested and ready for your quality assurance process	<p>An enterprise solution implemented behind the firewall:</p> <ul style="list-style-type: none">• Integrated with existing enterprise CRM and ECM systems• Tailored to optimize unique business processes• Configured, customized, and tested• Installed according to your validation and software process

Rely on trusted experience.

infoMaestro is developed, deployed, and supported by GP Strategies, a global performance improvement solutions provider of sales and technical training, e-learning solutions, management consulting and engineering services. GP Strategies' solutions improve the effectiveness of organizations by delivering innovative and superior training, consulting and business improvement services, customized to meet the specific needs of its clients. Customers include Fortune 500 companies, manufacturing, process and energy industries, and other commercial and government organizations around the world.

See what we've helped our clients achieve:

- Improved response consistency and quality with no incremental staffing
- Increased weekly response rates from hundreds to thousands
- Reduced response preparation time from weeks to days



Contact us today to discuss how infoMaestro can help you orchestrate people and information for improved response time and consistency!
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