



ELITE DYNAMICS

Skill | Knowledge | Desire

Customer Service Programme

As market leaders in the holiday park industry, we know our customers expect and deserve nothing less than first-class, consistently great customer service. So, our Customer Service Programme has been designed not only to reflect the Elite culture, but is also a true extension of our values, and our team will take great pride in delivering the programme to you. The Elite way is underpinned by empathy and integrity: we are here to proactively support you in everything you do. We will work with you to develop strong, long-term customer relationships, which will in turn help you achieve the maximum potential of our systems through every aspect of your holiday park operation.

 **Microsoft**
Solutions Partner
Business Applications

2023 Microsoft
Partner of the Year

Finalist

Dynamics 365 Business Central Award

#BeElite

Your Programme

The Elite Customer Service Programme has been developed to improve your overall Elite experience. It will help you understand our products and services and how they can benefit your teams across all departments of your holiday park operation. Whether you're a single park or multi-park operator, the desired outcome is always the same. We want you to engage with, and get the most out of, our software solutions to ensure you achieve your goals and future proof your business. Here's what you can expect:



Dedicated Account Manager

You will be appointed your very own account manager who will liaise with you on a regular basis to make sure you are getting the best out of your Elite products; and taking advantage of any additional product integrations from carefully selected partners that could benefit your operations. All our account managers have a wealth of industry knowledge and will be able to offer product and service guidance and advice at a time and place to suit you – virtual or on-site – as well as listening to and solving any issues or concerns you may have.



Customer Community Portal

You will be given exclusive access* to our Customer Community Portal, packed with useful resources and information. Check out our latest Elite news; access new and upcoming product information; log operational or software 'support' tickets with our Customer Support Team; and access the Elite Resources Library, featuring product release material and customer reference documentation. The Portal is the place to go if you want to find out about exclusive customer events and webinars, with useful 'How To' demonstrations and more detailed product knowledge sessions. There is also an archive of all EliteNEWS newsletters, and plenty more to discover.

*Super users only



elitedynamics.co.uk/customer-area



Elite Upgrade Assurance

As an Elite customer*, you will benefit from access to the latest Microsoft updates and subscriptions, ensuring you stay at the forefront of global technical advancements. Customers on the SaaS platform will have two upgrades per year, which means you will automatically receive any new Microsoft Dynamics upgrades and subscription updates. We will plan these in advance with you, allowing sufficient time for you to test any new functionality once it has been fully tested by the Elite team.

*Extensions customers only



Annual System Health Check

Our annual health checks are available to every customer, where an Elite consultant will work closely with you to make sure you're using our solutions to their full potential. We will go through the system on a step-by-step basis, advising on what features you are perhaps not utilising, identifying any improvements you might be able to make, or training requirements, and generally making sure you're getting the best out of both your Elite products and the service we provide.

#BeElite



News and Press Room

We regularly work with our customers to promote positive messages about the holiday park industry and how our customers are ahead of the field by adopting Elite's industry leading solutions. Our PR team can create a range of product-led content and case studies to complement our customers' existing Marketing and PR activity, as well as seeking out mutually beneficial opportunities for Elite and our customers to feature across print and digital trade, regional and national media.



Customer Feedback Surveys

Your best interests always come first, so your opinions, ideas and feedback are hugely important to us: they help us to steer and further develop our range of Elite products. We send regular customer surveys to give you the opportunity to share your experience of our solutions, and help us gain more insight into how our products are working for you. Listening to our customers helps us to learn, improve, and most importantly, remain an industry leading provider of park management solutions.



EliteAcademy**

In a seasonal industry, you need to have access to on-demand training for new team members as well as ongoing refresher training as and when needed. We specifically created EliteAcademy to give you a dedicated training platform to suit your business while helping you get the most out of our range of products. Your staff can engage with EliteAcademy's portfolio of personal, digital and printed content at their own convenience, removing any extra stress by personalising their training to the learning style that best suits.

** Additional charges apply. Pricing and training options available on request.



Q & A Sessions

Your account manager will work with you to identify any gaps in product knowledge or system adoption and arrange any Q&A sessions with our experienced team of Consultants. We can also arrange mini refresher sessions or set up 'How to' webinars on request.

In addition, we have developed strong relationships with industry partners so we can help you connect with partner product training and access any relevant partner product offers.



Customer Day

As a 'People First' organisation we hope you know by now that we prioritise customer service above everything else. Getting together with our customers in person is our way of showing our gratitude and giving something back to our customer community. Customer Days are memorable, relaxed, positive experiences, which help us grow personal connections and build long-term valued relationships.



Helpdesk Support



We will aim to respond within the agreed Service Level Agreement



Mon – Thur: 9am – 5:30pm | Fri: 9am to 5:00pm



+44 (0)161 641 8926



support@elitedynamics.co.uk



elitedynamics.co.uk/customer-area





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"Elite Dynamics continue to surprise us with their open and flexible approach."

RED PAXTON, OWNER



"The one thing I've always felt with the Elite Dynamics team is that they make you feel as if you're their only customer. That's a great thing."

THOMAS SCARROTT, DIRECTOR & CO-OWNER



"We are really impressed with the wealth of knowledge held by the team."

JJ KENNEDY, DIRECTOR



● Project

● Go Live

● Support

Account Management

