

Academ.

by RimaOne

It is with great pleasure that we are sending you this Newsletter.

Its objective is simple: to give you some news about Academ and provide you with tips and best practices for a better use of your solution.

Enjoy your reading.

The Customer Success Team

Agenda

The main theme of this Newsletter is the redesign of ACADEM's **Customer Service**.

Empowering users is a huge challenge but we have a plan:

1. Listen to your needs with a new customer survey which we hope you will answer to and arranging biannual meetings with each of you to hear about your experience and support you.
2. Share quick tutorials on video, Ten will be released before Spring (one is already available on our website <https://rimaone.com/help-center/>).
3. Sending a newsletter every two months to inspire power users as well as beginners.

Customer Centricity

With the New Year comes good resolutions... We want to **better listen** to you. We realize that we need to change our support process, in particular **speed up response times** to your Redmine requests. We have already made some changes. We hope that you have noticed....but to take this improvement project even further, we need your help. Could you please take 5 minutes to answer a satisfaction survey? We promise to share the results of this survey with you.

[Satisfaction Survey](#)

Help Center with video tutorials

As promised, we will release user centric videos to empower users and to help you get more users in your organization on Academ. We realize that our documentation is often technical and not so pleasant to read. We want to simplify your daily work with quick reminders on "how to...?".

If you are curious... have a look on our work in progress: <https://rimaone.com/help-center/>

What's next?

In the next issue, we will give you more information about the Product Roadmap and timing for delivering the improvements:

- New report for AOL (standard 5.1) (available from February 15)
- New version of SYMPLECTIC connector
- New version of Dynamic Collection
- And some more good surprises...

Biannual meetings

For the last two years, we have built up a Customer Success Manager team to better empower our users by, in particular, offering meetings twice a year.

These meetings are an opportunity to discuss usage, share best practices, address problems and update you on all our news. A chance to get to know you better, and to help you make the most of your solution.

If you wonder when is your next semestrial review... Please contact us:

ACADEM 6.1 Deployment Plan

The new version includes new AACSB & EQUIS reports, a contact merging feature, redesign of multi-dimensional analysis and more. You will gain time and functionality! Don't worry....The process is just as smooth as for version 6.0. A ticket in your Redmine space will inform you about the schedule of the deployment.

If you are impatient ... Please do not hesitate to contact us to schedule your update: customersuccess@rimaone.com