

NebimExtra

Version update and support for
Nebim software

NEBim

NebimExtra

“NebimExtra Version Update, Service and Support Agreement”, obtain the up-to-date versions of your licensed Nebim V3 software, get one-to-one online or on-site support regarding your requests and questions, and stay one step ahead of the competition by increasing the efficiency that you have gained with Nebim V3.

 **VERSION AND UPDATES**

 **REPORT GALLERY**

 **WEB SUPPORT**

 **ON-SITE SUPPORT**

 **EFFICIENCY STUDY**

 **NEBIM ACADEMY**

VERSION AND UPDATES

Achieve Continuous Efficiency and Profitability with the New Versions and Updates of Nebim V3



With NebimExtra Agreement, access the semiannually published new versions of Nebim V3 applications for which you have already obtained a license as well as hot fixes, which are updates published when necessary, without paying any extra licensing fees. This enables you to:

- Continue working with a software infrastructure that is compliant with the current legislation.
- Start using the newly added features of your licensed Nebim V3, which Nebim has developed thanks to Research and Development activities and the continuously expanding industry know-how.
- Continue working on an updated software infrastructure on which you can swiftly implement your new business processes and which allows you to quickly apply new Nebim V3 applications that you might consider licensing in the future.

REPORT GALLERY

Evaluate Your Business Processes Better by Adding the New and Enriched Standard Nebim V3 Reports to Your Own Nebim V3



The content and performance optimizations in standard Nebim V3 report designs and queries, as well as the newly developed report designs can be downloaded from the website of NebimExtra to your own Nebim V3 without the need to wait for the new Nebim V3 versions to be published. Therefore, you can start using them immediately, and the data on your Nebim V3 can be offered to your users in the fastest and optimum format.

WEB SUPPORT

Obtain Fast Solutions to Your Requests on NebimExtra Website and at the Call Center

Using the NebimExtra account assigned to you by Nebim, you can inform Nebim over the Internet about possible software errors that you might encounter using your licensed Nebim V3 applications as well as improvement requests regarding reports or software.

When following up on error and request notifications which you have recorded on NebimExtra website:

- When reporting errors, define the severity of the error; when reporting requests, define the level of priority of your requests; so that the Nebim support team is informed about your preferences regarding the requests that you want to be handled first according to the importance level that you assign on NebimExtra.
- The already opened error and request notifications (cases) can be listed, so that you can see the information such as who is following up on your cases, the levels of importance or severity and their current status. Thanks to the flexible filtering and full text search features, you can easily find the cases that you are searching for.
- With the “NebimExtra Administrator” user account assigned to you by Nebim, create your own NebimExtra users on the NebimExtra website. This way, the users authorized by you can record their own questions and requests, and monitor the current status regarding the progress of their requests continuously.
- The requests of your users can be “tracked”, so that they are informed about the developments via automatic information e-mails sent by Nebim.
- The requests of your users can be included in their “favorites” so that they can easily filter their priority requests.
- Should the need arise, you can organize online meetings with the Nebim support team so that the requests of your users are more clearly understood and interpreted, and direct communication is established. Create a fruitful dialogue with the Nebim support team by sharing your screen shots, business processes and system configurations over the Web. If needed and with your permission, the Nebim support team can access your system remotely and the solutions are developed faster.
- After implementing the solutions developed by Nebim, please rate your satisfaction regarding the fulfillment of your request. These ratings will be evaluated by Nebim later, and you will have helped us to maximize our service quality.



ON-SITE SUPPORT

Receive One-to-One Support in Your Company from Nebim Support Consultants



For emergency problems which cannot be solved with remote support, receive one-to-one support at your workplace from Nebim or Nebim Solution Partner Support Consultants, and have the issue resolved in a short time.

Within the Scope of the On-Site Support:

- Ask for on-site support from Nebim or Nebim Solution Partner Support Consultants for various processes such as price reduction campaigns, SMS or campaign preparations for special days such as Mother's Day or holidays, for the interpretation of inventory differences, end of the year transactions, establishing a new database, labeling or reporting. The solution you are expecting shall be developed in a fast and accurate manner.
- Increase the software efficiency by listening to the support consultants on-site at your own company. They know your business processes and system configurations best and can explain you how you can most rapidly benefit from the improvements of the new Nebim V3 versions that you are already using.
- You can manage your on-site service requests on your NebimExtra account, and rate the work of Nebim or Nebim Solution Partner Support Consultant on the basis of transactions; this way, you will help us maximize the quality of the services that we provide to you.
- Report and evaluate the number, the dates, and the details of the transactions related to the services that you have received and the satisfaction ratings given by your users.

EFFICIENCY STUDY

With Nebim Efficiency Studies, Increase the Benefits You Get from Your Software

Nebim V3 experts carry out the “Nebim Efficiency Survey” based on the standard questionnaire prepared by Nebim with your key users at your company. Thanks to this survey:

- Have the efficiency of your Nebim V3 applications evaluated by means of numbers and compared to potential efficiency, and obtain reports.
- Define your needs regarding process optimization, reports development or user trainings in connection with the applications that you are using.
- Find out how efficiently the Nebim V3 users make use of the programs, what they are not able to do and what they wish to do, and plan steps together with Nebim in order to remove the errors of your users -if any- and to eliminate deficiencies on time.

By creating projects about efficiency increase subsequent to the Nebim Efficiency Survey, follow up the new benefits and the efficiency increase with the efficiency surveys that are going to be repeated at a later time.



NEBIM ACADEMY

Increase User Efficiency by Watching the Educational Videos Published in Nebim Academy, Nebim’s “Distance Training Website”

Thanks to “Nebim Academy” which you can access through your NebimExtra Website user accounts that you are already using;

- Enable your users to access educational videos and e-trainings about Nebim V3 applications and new versions.
- Support your users so that they can have trainings and improve themselves in areas that they choose.
- Encourage your users to reach their potential efficiency gained by Nebim V3.

Access Nebim Academy either with your Web browser on your desktop using our website <http://akademi.nebim.com.tr> or with the Nebim Academy application published in Apple App Store and Google Play.





For more information on NebimExtra you can visit
<http://nebim.com.tr/tr/nebimextra>



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