



# Customer Support Program

## The World's Leading Biosensor Platform



iMotions Customer Support Program

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# iMotions Customer Support Program

## Support every step of the way

At iMotions, we aim to make the complex world of human behavior research, biosensor technology, and research design clear, simple, and tailored to you. We offer a personalized customer support service designed to help you achieve your research goals.

As hardware-agnostic advisers, we are not restricted to one provider on hardware. This allows us to guide you on the best suitable sensors to meet your research needs, giving you peace of mind on the right choice, knowing you are receiving the most suitable equipment at the highest standard.

Our software is the world's leading human behavior research platform. As part of the Customer Support Program you get the benefit of personalized consultation throughout your research journey - from study design and setup, to troubleshooting, to analysis, and beyond. We also provide biweekly software updates, as well as support and networking tools to help you go further with your research.

The following pages elaborate on how we jump start your research with biosensor technology, and details what you can expect when you become a member of the iMotions' research family and community.

In the meantime, if you would like to know more about us, please don't hesitate to get in touch. We look forward to working with you.

A handwritten signature in blue ink, consisting of a stylized 'P' followed by a long horizontal line that curves upwards at the end.

Peter Hartzbech, Founder & CEO

# Your Success is Our Goal

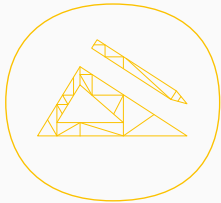
## A complete support package

The iMotions Customer Success Program ensures you get off to the best possible start with the iMotions software. The Customer Support Program is your long-term assurance for a successful research journey with the best biosensor technology, data acquisition and analysis tools, with experts by your side.

The program provides you with everything that you need to support your daily work, including training, technical support, continual software updates, and access to the iMotions Community. You renew your license, including the software and Customer Success Program on an annual basis based on the number of Core licenses that you have.

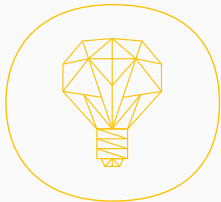


# Our Customer Success and Support Process



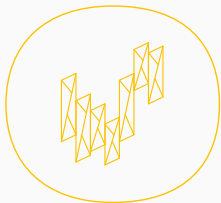
## **Stage 1 - Step-by-step partnership**

Together, we establish and ensure the right step-by-step research plan. Time is set aside for questions, issues, and troubleshooting.



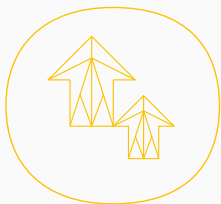
## **Stage 2 - Research**

We clarify your research goals and establish a research roadmap. We can help you make appropriate plans and solutions which will help you to achieve your objectives.



## **Stage 3 - Analysis**

We guide you with the analysis tools, data interpretation, and methodologies to ensure robust data analysis and scientific validity.



## **Stage 4 - Releases and Updates**

We provide the latest software updates and features. Additionally, we provide technical support and access to our Help Center.



## **Stage 5 - Review and Recommendation**

We offer levels of ongoing service to meet your specific requirements and provide expert recommendations.

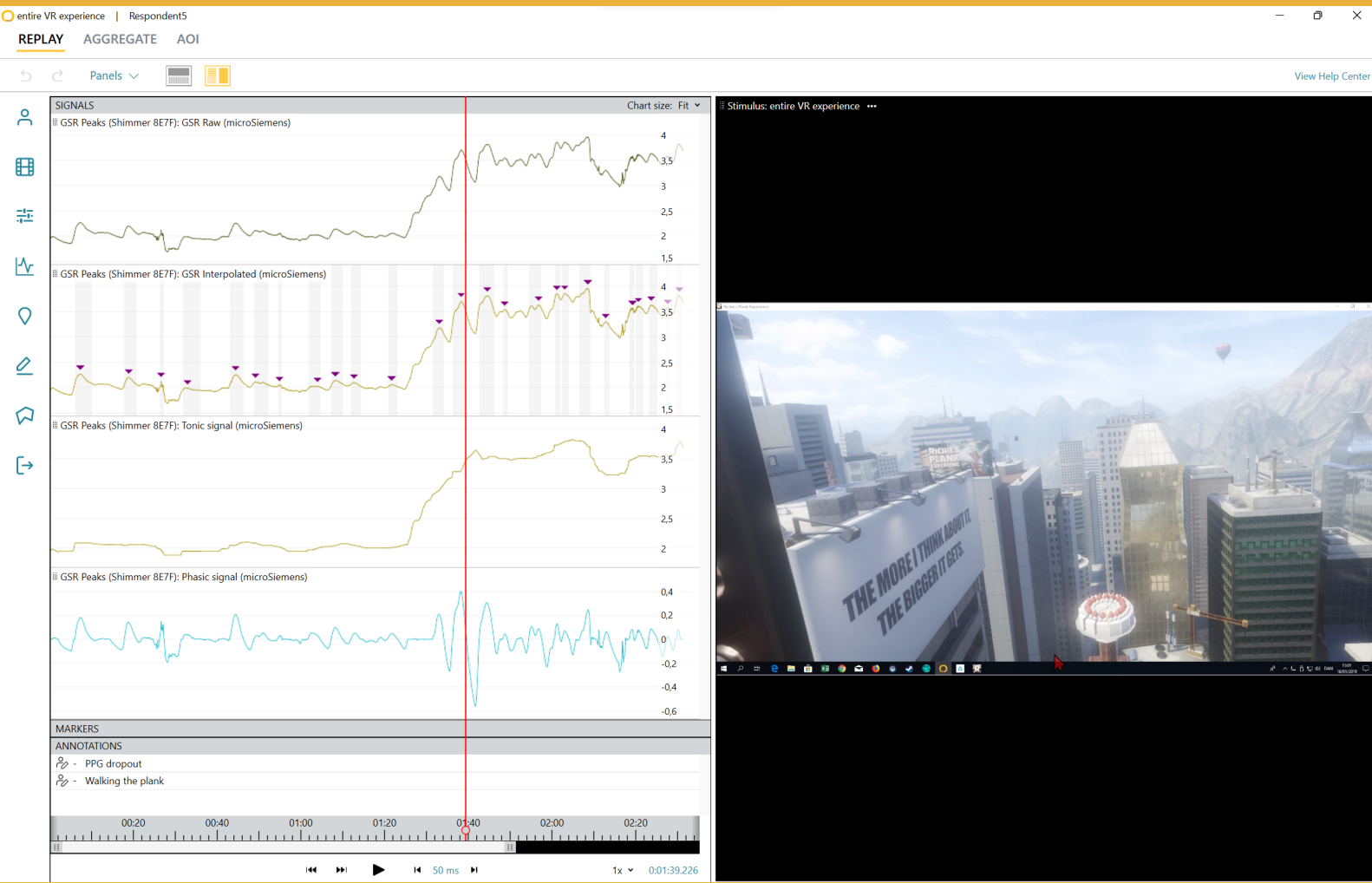
# Software

## Research software that keeps pace with your needs

The iMotions software has been built to face the challenges of human behavior research. With this in mind, we provide updates every 2-4 weeks to keep pace with the new demands and need that emerge. These updates include new features, updates and improvements, as well as bug fixes for the entire software platform.

Last year we provided new software releases, on average, every two and a half weeks, with over 50 new features and upgrades. All of these updates are available throughout your membership of the Customer Support Program, including access to training and information for the new features and upgrades.

Improvements to the software are always guided by our customers. Feedback can be rapidly passed on to our development team, who build the software with the end-user's goals in mind.





# Consulting

## Personalized guidance and instruction

As soon as you onboard as an iMotions customer, you will meet with your personal Customer Success Manager, who will be your go-to person for everything related to your research both now and in the future. They will provide guidance and help you learn step-by-step how to use the iMotions software platform.

From the initial meeting and onwards, we are there for help and sparring. Our partnership includes check-ins on your research plan and discussions of future possibilities. For everyday needs, you can reach us by phone or email for any questions. With your Customer Success Manager, you have a partner by your side who knows exactly what kind of research you are working on and can guide you on specific study design and the best research route to choose.



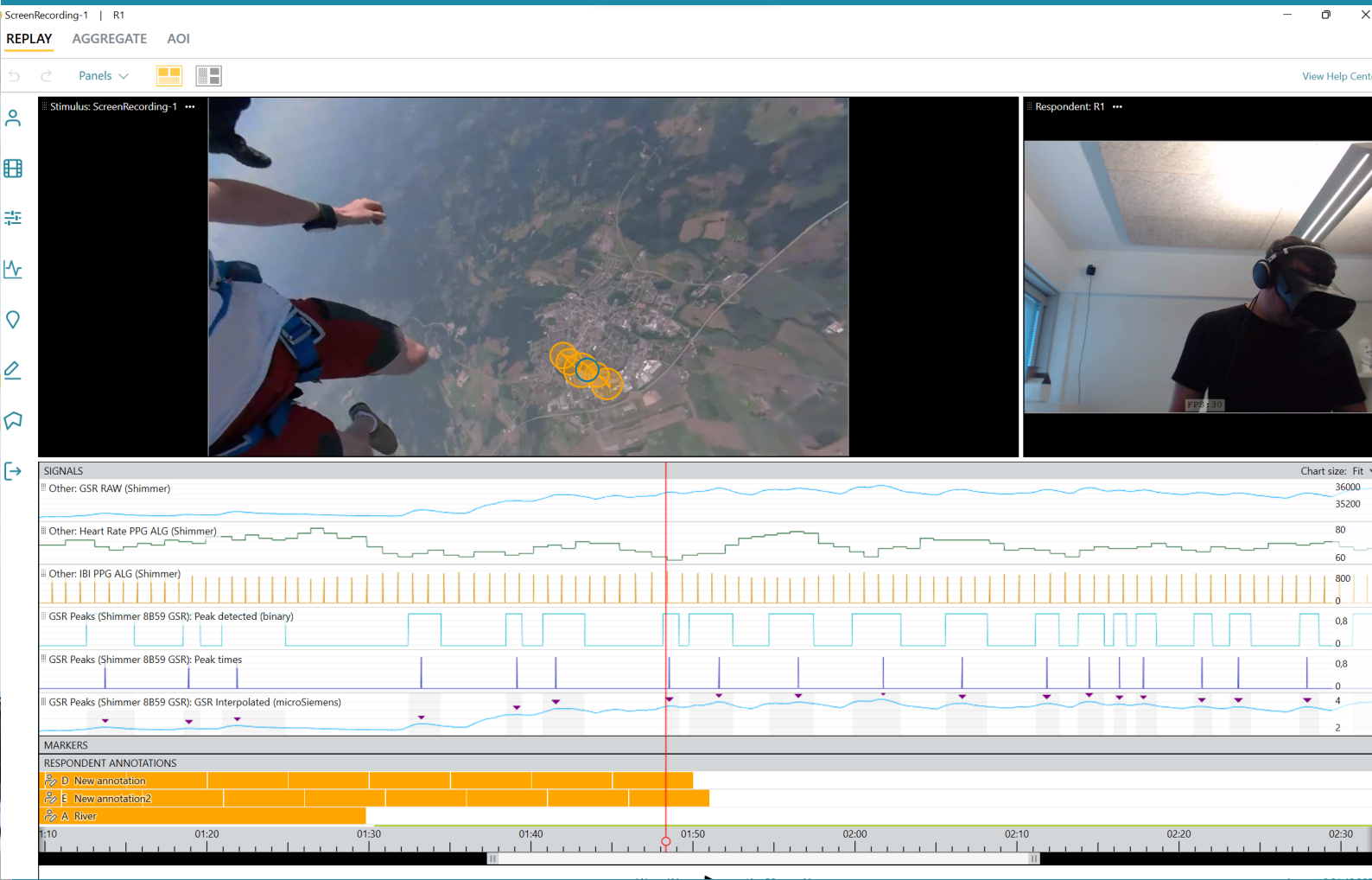
# Support

## Technical support and troubleshooting

While we strive to build software that is both easy-to-use and works seamlessly with other hardware, technical obstacles are inevitable. We provide technical support to help with these issues, and to guide you to successful research.

Technical support is provided 20 hours a day, across Copenhagen, Boston, and Singapore. The team can be reached by email or phone, and support sessions can be either resolved there, or through screen-sharing sessions.

Our Support team work hard to solve any problems that emerge, with a 97.6% case satisfaction rate. We follow your feedback closely, and often relay suggestions for software improvements to product development.



# Help Center

## A comprehensive guide for human behavior research

Our Help Center is a self-service platform that provides both guidance for human behavior research and technical support for the iMotions platform. Guidance is provided in the form of articles, tutorials, videos, and more.

The Help Center features more than 400 articles written by our Product Specialists: Many of whom are PhD researchers themselves. From getting started guides, to technical troubleshooting, we aim to provide knowledge and guidance every step of the way.

All of the content on the Help Center is continuously maintained, ensuring you get access to the most up-to-date information. Accessible how-to guides and resources are provided to help you advance your research.

### How can we help you?

Learn everything about iMotions across more than 300 articles and tutorials.

[Getting Started](#)

[Access All Articles](#)

Search



### Browse by category



#### Getting Started

Everything you need to get started with iMotions.



#### Study Set-up

Information you need prior to setting up a study.



#### Data Collection

Support and help while collecting data.



#### Analysis

What you need to know after you've collected data.



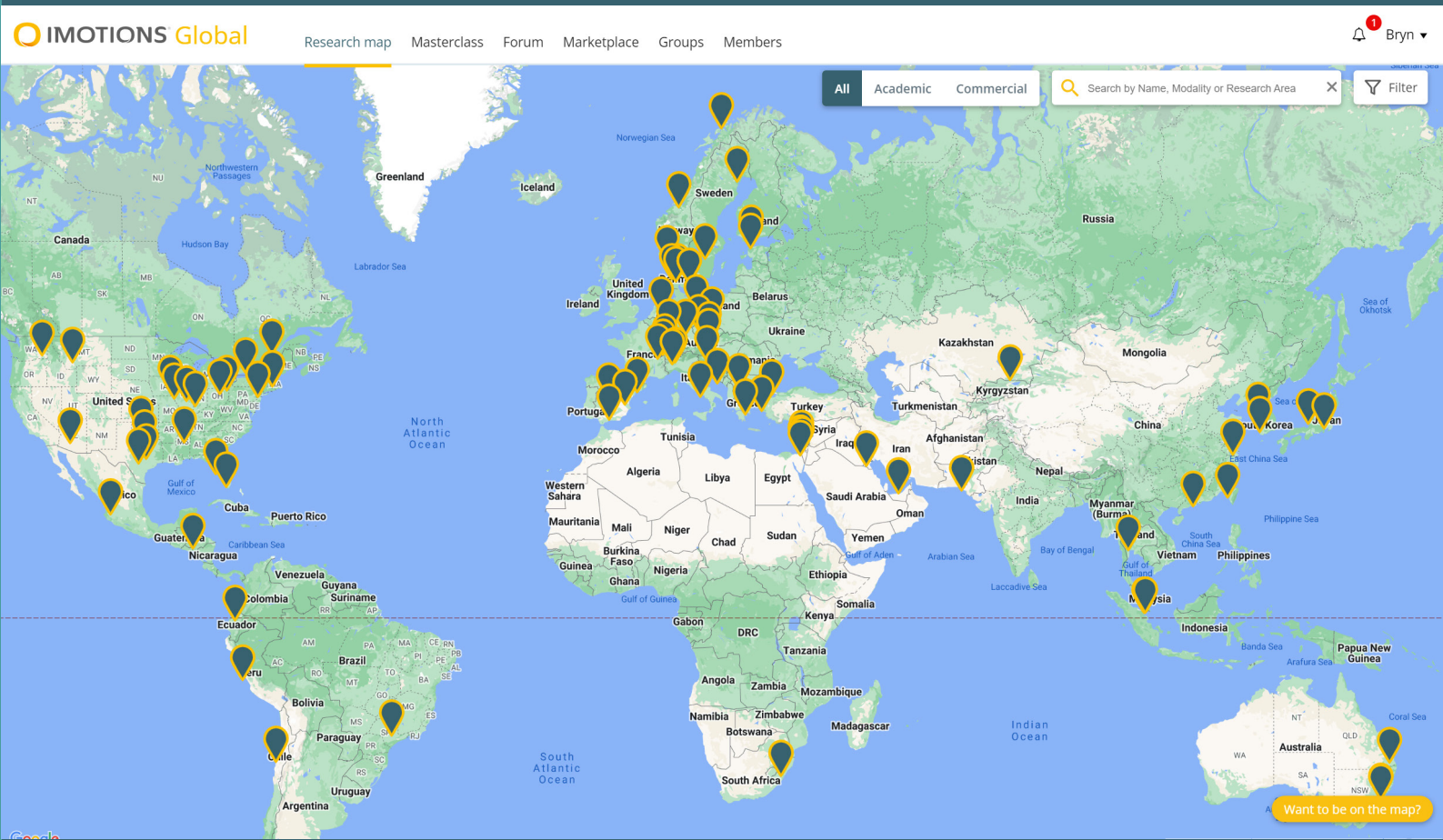
# Community

## A forum for global networking and engagement

The iMotions Community is a platform where all iMotions software users can share their research knowledge. The iMotions research community enables institutions to connect and collaborate within similar research areas, and for multi-disciplinary research to close knowledge gaps within the scientific community.

As part of the iMotions research community, we have created a convenient research map giving an overview of users of iMotions all over the world. Our global user base is able to explore the work and research of other customers and to build collaborations, create partnerships and share knowledge.

Users can feature their publications and lab on the iMotions Global Research Map for networking, and promotion opportunities. It's also possible to engage and spar with other researchers through the iMotions-moderated forum.



Danielle Shore, Ph.D, at [The University of Oxford](#), describes her experience of being an iMotions customer in the video below:



Want to know more?

[GET IN TOUCH](#)



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