

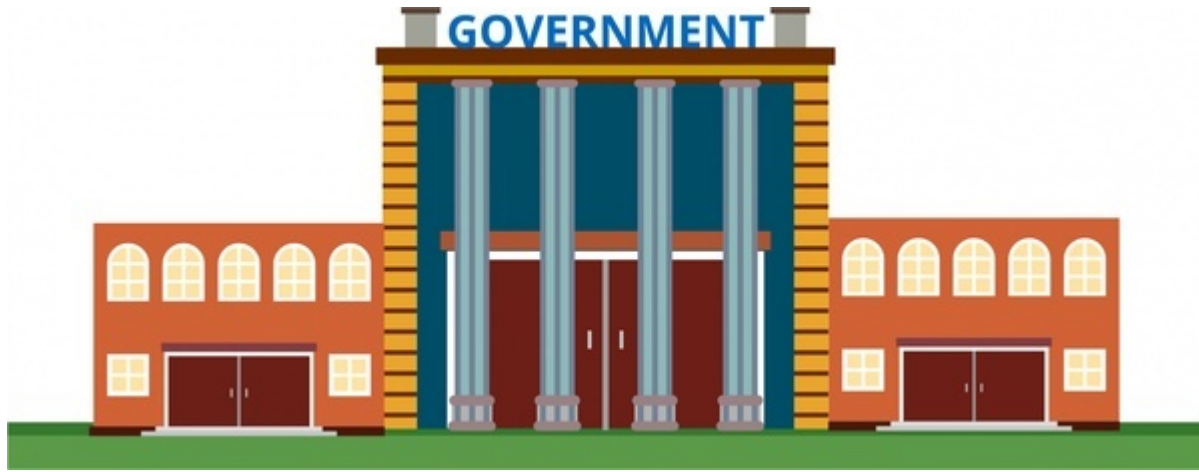


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GOVERNMENT

eFileCabinet



## Implementation Kick Off



# <Insert Your County> and eFileCabinet



## Efficiency

Our customers saw a 32% increase in efficiency over their initial 60 days of implementation.



## Quality

We have been able to offer our customers a decrease of several days in time spent auditing, but also an increase of quality control scores over their first year.



## Compliance

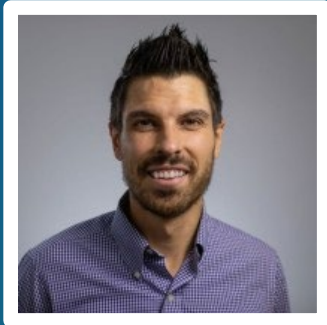
Due to the implementation of eFileCabinet tools, on average our customers save 80 hours per month. This leaves your staff time to do their core jobs with the confidence our tools provide.



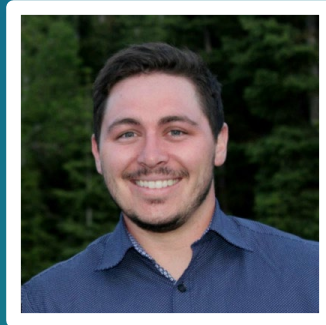
## Savings

Our customers save the average of \$32,000 over the first year of implementation.

# SPONSORING YOUR SUCCESS



**Matt Nagel,  
Account Executive  
(Public Sector)**



**Chase Wilson, Sr.  
Customer Success  
Manager**



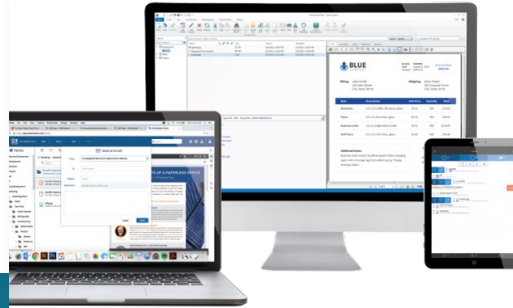
**Amber Oler, VP of  
Customer Success**

# Ongoing Agent Support



## Customer Success

Your Organization will have a dedicated Success team for your Agents who can work with them one on one.



## Training and Phone Support

It might be a new feature or just a refresher, either way we have you covered with our Training library and weekly webinars.



**Tiffany Ferguson**  
eFileCabinet Specialist



Tiffany Ferguson 12:27

Hi! We have years of experience in helping NYL agents like yourself, what are you looking to accomplish with eFileCabinet today?

## Embedded Webchat

Sometimes you just need a quick answer. Live chat will help your Agents find assist on any platform for immediate Support.

YOUR SUCCESS IS OUR BUSINESS

# ONGOING SUCCESS PLANNING



## Dedicated Customer Success Manager

We know how important it is for someone to understand your business. Your CSM will be your partner working alongside you every step of the way.

## Bi-Weekly Stakeholder Calls

Our goal is to be transparent, proactive, and to tell the story of your ROI. These cadence calls will allow us to quickly identify changes needed, identify success metrics, and keep your program on a successful journey.

## Executive Business Reviews

We expect to prove the value of our tools while also working alongside you to establish KPI's, needed outcomes, and key objectives. These EBR's will allow us to step out of the weeds and focus on the overall success while planning for the next phase.

## Roadmap Partner

Our Customer come first. This means we will align our roadmap with the needs of our clients and their goals to support this partnership. That means being fully transparent in what's coming and listening to what's needed.

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