

FMX PORTAL



YOUR GATEWAY TO FULLY MANAGED I.T. SUPPORT AND SERVICES

Our mission is to Create Peace of Mind for customers, ensuring your technology works when and how it's needed. The FMX Portal is an extension of our commitment to provide the best possible customer experience. In this era of digital transformation, that means making it easier for customers to get what they need, in an efficient and modern way, from anywhere, at any time, on any device.

ELEVATING YOUR SERVICE EXPERIENCE

The FMX Portal was designed with service in mind—to provide an easy-to-navigate digital source of interaction and information where you can access the details you want, whenever **you** want them.

CONVENIENCE: A user-friendly, one-stop-shop for information and interaction with Fully Managed

VISIBILITY: Transparent views into IT support cases, projects, and IT assets

KNOWLEDGE: Access to a self-help knowledge repository with documentation, articles, and more

FEATURES

CASE MANAGEMENT

Log and track IT support incidents

FULLY MANAGED SERVICES

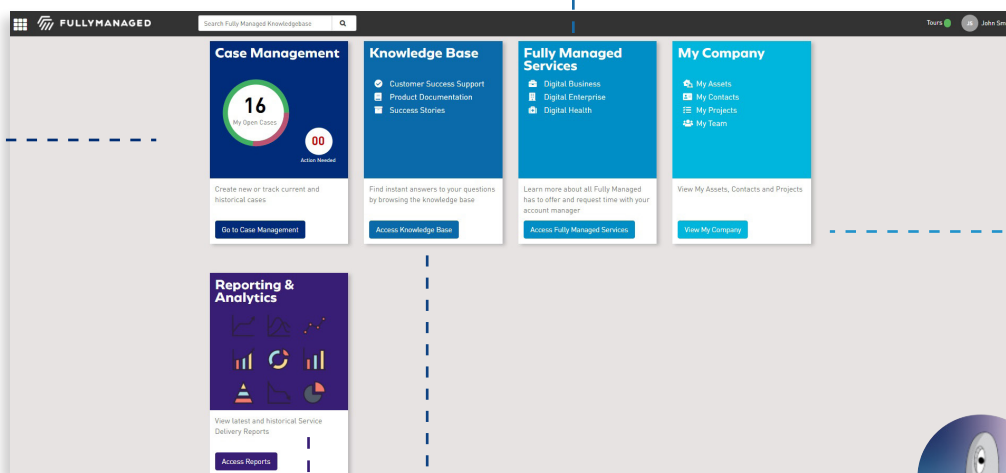
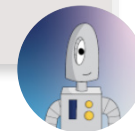
Discover a comprehensive listing of technology services and solutions

MY COMPANY

Instantly retrieve helpful data on technology assets, ongoing projects and your Fully Managed customer success team

LIVE & VIRTUAL CHAT

Helpful 24x7 virtual chatbot to guide your portal journey and live-answer support available during business hours



REPORTING & ANALYTICS

Gain valuable insights with helpful analytics on service delivery, MSA, and SLA

KNOWLEDGE BASE

Access self-help articles, documentation and more

To learn more about the FMX Portal talk to your Fully Managed Account Manager or **visit our website**.



Fully Managed is a leader in digital business transformation. As a ServiceNow Elite partner, we enable organizations to navigate and excel in the digital-first work world. Our mission is Creating Peace of Mind through better IT, customer and employee experiences to make work flow!

fullymanaged.com