Promapp's Bill of Rights for customers.

promapp™

Promapp's mission is to be a best-in-class global provider of process management software. Our philosophy is that expressing and managing process knowledge can be kept simple, and that this information is crucial in sustaining an ongoing culture of process improvement.

Central to our mission is that Promapp provides undeniable value for all of our customers. This includes recognizing that our customers have the following rights:

Right #1: High quality implementation: that starts the culture shift.

We consider the beginning of your process improvement journey with Promapp to be critically important, which is why our implementation approach goes beyond toolset training. We also work with your process champions and teams to put the required mechanisms in place to enable the shift towards a positive process improvement culture. This takes more than just great BPM software; it takes good planning, scoping and buy-in across the organization. It requires putting in place active leadership and a sound governance structure to set priorities, track progress and assist process owners with getting the most out of their process improvement efforts.

Right #2: Secure and confidential data.

We treat this seriously and have numerous security practices and protocols in place to protect your data.

Right #3: Consistent 99.99% availability.

We work to maintain server uptime of 99.99% or better. We have comprehensive disaster recovery practices in place, including hourly back-ups of all data in two geographically distanced data centers in each region we operate in. We continually invest in architectural and infrastructural changes to improve performance.

Right #4: A human, helpful help desk.

When you contact our 24/7 help desk support team you can expect a rapid and considered response, and we'll aim to reply within the hour. Email us at support@promapp.com or call on one of the numbers below.
NZ: 0800 776 627
Australia: 1800 908 257
USA: 1866 433 6563
Europe: 0800 910 1337

Right #5: We'll keep innovating.

We are committed to continued investment in innovation so you can expect regular introduction of new features and capabilities. Upgrades are hassle-free and we clearly communicate changes a week in advance. We update Promapp's help documentation with every new release and work to ensure it is easy to understand and easy to navigate.

Right #6: We'll listen to your suggestions to make Promapp better.

We commit to logging all ideas and feedback we receive and using these suggestions collectively to influence our future roadmap. Let's be clear here – we will not develop every improvement idea we get. We want Promapp to be the best it can be, and sometimes this means not building a feature at all. Sometimes it's deciding what to do first. We regularly meet as a product team to discuss the overall direction of Promapp and which features will help us meet client requirements - now and in the future.

Right #7: A dedicated customer success manager for all customers.

Every Promapp customer has a dedicated process specialist who will stay in touch and help your organization to get value from Promapp.

Right #8: A thriving Promapp customer community.

Promapp CONNECT annual conferences, local user groups, and the Promapp LinkedIn community provide forums to share successes, learnings and to meet those championing Promapp in other organizations.

Right #9: We'll help sustain your improvement culture, even as your team changes.

As your team evolves we will continue to provide you with access to events centered on helping you sustain your improvement culture. These include regular boot camps, free webinars and comprehensive training.

Right #10: Transparency and communication.

Every year at our Promapp CONNECT conferences we share how Promapp is performing and where we are heading as a company. We share the results of our customer surveys and our software roadmap. And we listen to any feedback you give us.