

Campaign Support

ON DEMAND HELP. AT YOUR FINGERTIPS.

The most stressful time in leveraging marketing automation is the 10 seconds leading up to 'pushing the button' to launch. The amount of planning, creating, testing and iterating needed at every turn is something that can be daunting due to the complexity of campaigns and the feature set used. Leadous Campaign Support is your insurance policy to get your campaigns out the door as planned. Having insurance gives you the confidence to launch campaigns knowing you have a partner that will support any request to ensure you get results.



Leadous' Campaign Support service is provided via a flexible on demand model to help clients with campaign troubleshooting, ask questions about best practices, and have resources readily available to brainstorm solutions to complex workflows at a moments notice.

Certified Marketo Engage experts take requests as they come - no request is too big or too small. This service is best for clients that don't need day-to-day support but want the assurance of an expert on hand should they need to lean on someone to help at a moment's notice. Many Leadous clients move to this flexible option after projects are complete to always know they can reach back out and Leadous will be here to help.

Once you are on file for Campaign Support, pay for the time that you need, when you need it at an hourly rate, billed monthly. No surprises. Or love it so much you get a block of hours. The idea is really simple, we meet you where you are at, with the kind of support you need, under a structure that best suits your needs.

Our experts have combined experience in all facets of Marketo Engage, including:

- ✓ Campaign architecture
- ✓ Templates
- ✓ Custom HTML
- ✓ Reporting & analytics
- ✓ Nurture Campaigns
- ✓ CRM integrations
- ✓ Email deliverability
- ✓ API integrations
- ✓ Instance administration
- ✓ Data Hygiene

Requests are submitted via a call to your assigned expert or can be submitted on the portal to be routed to the soonest available resource. Ensuring an almost immediate response to know your issue is being reviewed and will be addressed. You can also use these services to accelerate resolutions with tickets currently submitted with Marketo.

Features of Leadous Campaign Support include:

- Marketo Expert team familiar with all aspects of Marketo serving as an extended team providing customized proactive support
- 24X7 Live Support
- Unlimited tickets
- Expedited priority ticket routing
- Proactive case monitoring
- MCSA certified support for help troubleshooting advanced issues
- 1 X per year Complimentary Email Deliverability Review
- No maximum number of authorized support contacts

Don't spend your time frustrated with something not going quite right. Let Leadous assess the situation, provide recommendations, give guided support or have us jump in and make direct updates. We will troubleshoot your Marketo issues to resolve things quickly! The goal is to get you on your way to launching campaigns and using Marketo Engage's most expanded feature set.

Get answers, guidance, and quality assurance to ensure success. There are a million different ways to get stuck and we've run into one to many marketers who try to pull their hair out, in some cases for weeks only for them to finally reach out and we solve the issue within moments. We've seen it all, we've done it all, we do it every day. We are your 'easy button' at the time you need it most!

ABOUT LEADOUS INC.

We believe that marketing is a human experience.

Behind every email, logo and computer screen are people waiting to engage with the world around them. We connect people to your brand by enhancing your marketing strategy with purposeful automation that drives mindful digital experiences. Building a sound foundation for your team to deliver business results and create happy clients.

HAPPY CLIENTS are how we measure our success.

CONTACT US

EMAIL | info@leadous.com

CALL | 844-LEADOUS

TEXT | (215) 431-9462

Let us lead you | www.leadous.com