



WOOLPERT + GOOGLE CUSTOMER SUPPORT

YOUR SUCCESS IS OUR PRIORITY

As your trusted Google Cloud partner, Woolpert Digital Innovations strives to understand your goals and prioritize your success. Our team of Google-certified customer success managers and customer engineers are devoted to supporting your journey with Google.

Woolpert Digital Innovations possesses a unique perspective on large, complex data challenges. We've been accruing multidisciplinary experience for more than a century, and our varied client base has opened doors that remain closed to many other technology firms. Where opportunity and ability intersect, Woolpert Digital Innovations helps you leverage new technology to achieve your business goals.

Support At A Glance



24/7/365 Support

Easily submit help tickets and search for self-help articles in our customer support portal.



Implementation Reviews

Establish a regular check-in frequency that works well for your team.



New Product Updates

Stay up-to-date with Google's latest features, solutions and announcements.



Tips and Best Practices

Access one-on-one consulting based on extended expertise and an exclusive knowledge base (beyond standard Google documentation).



Insightful Tools

Trust our team and custom built tools to proactively monitor your usage and identify any abnormalities or areas of risk.

SUPPORT THROUGHOUT YOUR JOURNEY

Plan

With decades of expertise and a foundation of best practices, we can help you devise an extremely effective location strategy. Regardless of where you are in your journey, we will help you find use cases and a plan that best suit your business goals, budget and timeline.

Implement

The Woolpert Cloud Professional Services team is on hand to help you implement your location services. We customize our level of engagement based on your needs—from providing guidance to rebuilding a system, solution or application.

Monitor

Using our internally built tools, we routinely monitor and detect abnormal usage patterns before monthly invoices catch you by surprise. Based on your preferred cadence, we also encourage routine check-ins to sync and provide insight into your unique footprint. Our proactive approach takes the burden off your team, giving you more time to focus on other areas of your business.

Support at Scale

Making a plan and integrating location solutions into your business is just the beginning of your journey with Woolpert. Our top priority is your success, and we provide continuous support to ensure your implementations full optimization and smooth operation—at all times. Woolpert's customer support portal offers support ticketing and self-help resources, as well as readily available customer success managers and customer engineers.

"Customer support was the differentiator. Woolpert had a team of dedicated people that were there to maximize usage, whereas other vendors that I used didn't have that level of sophistication."

-Daniel Moore, Founder and CEO, Propelio

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