



From training and support, to solutions for your most complex email challenges, your eMarketing Advisor is a professional partner, a trusted team member and your personal source for expert marketing knowledge.

*“I feel like I’m your only client.”*

**Janice Gileski**  
Direct Impact

*“I consider Informz more as part of our team than just a vendor.”*

**Scott Musich**  
Time Warner Cable

### eMarketing Advisors: Dedicated to Your Success

#### Easy, Direct Communication:

Whether by phone or email, contact your eMarketing Advisor directly. No automated phone systems, no tech support queues, no lengthy delays.

Call your Advisor directly for support. Each Advisor’s contact information is available on the Informz interface. You’ll see whether they’re “online” or “offline”, and who to contact during their absence. An extensive online help system is also available.

#### Implementation Services:

Your Advisor handles the complete implementation of your account setup and assists you with sending your first mailing, including reviewing post-mailing metrics. This provides you with valuable insight for future email strategies.

#### Ongoing Support & Guidance:

Your Advisor assists you with everything from day-to-day technical support, to providing in-depth eMarketing advice. In addition, your Advisor works with the ISP Relations Team to mediate any delivery issues or concerns that may arise with your account.