



## Client Services

Prenax can dedicate more client services hours per client than the competition.

Prenax provides an outsourced subscription management service. We take care of the administration involved in dealing with multiple publishers and consolidate all subscriptions through one source giving you a single point of contact.

Each new client is assigned a named Account Manager to manage their organization's subscriptions. This includes all ordering, claiming for missing issues, sourcing of new titles, cancelling or amending details and resolving technical queries.

All clients are given the opportunity to discuss their specific service requirements with their account manager at the start of the relationship. We aim to provide a proactive level of service and will always maintain a high level of communication.

By using Prenax, our clients take advantage of our superior publisher relationships. We regularly leverage this power to negotiate better discounts for them. Claims are also expedited as a result of these relationships. In fact, as we have such effective working relationships with them, many publishers actually recommend our services to their clients!

In a market where personal service and attention to detail are more in demand than ever, we offer a flexible, friendly and efficient alternative.

***We don't ask you to fit into our box; we ask you how you'd like your box to be made.***

If you would like to book a meeting to discuss how we could tailor our service to meet your needs please contact [mail@prenax.com](mailto:mail@prenax.com).