



# Helpdesks manage tickets. Keeyu prevents them.

Keeyu stops e-comm complaints before they start

Brands We Serve

KEEYU ✨

Pharmacy  
*online*

TONY BIANCO

I·M·8'

★EHPLabs

mister zimi

DECJUBA

ELLIATT

Chemist Direct

KIVARI

PUMA

HH<sup>®</sup>  
HELLY HANSEN

REBEL  
SPORT

Life  
interiors

DESKY

BRISCOES

MUSCLE REPUBLIC

budgy  
smuggler<sup>®</sup>

BILLABONG.

BRONZE SNAKE

QUIKSILVER

Camilla

eShopping group

Dr. pen

A MAN  
&  
HIS CAVE

CLUTCH

VOLCOM

Chief.

the  
oodie<sup>®</sup>

REACTIVE TO PROACTIVE

**Keeyu replaces reactive customer service** with proactive post-purchase operations.

THE ANALOGY

A **hospital ER** cannot prevent a heart attack the same way a **helpdesk** cannot prevent a ticket.

**Keeyu prevents the complaint from ever happening,** by fixing the root cause.

REACTIVE HELPDESK

# Helpdesks start with the complaint.

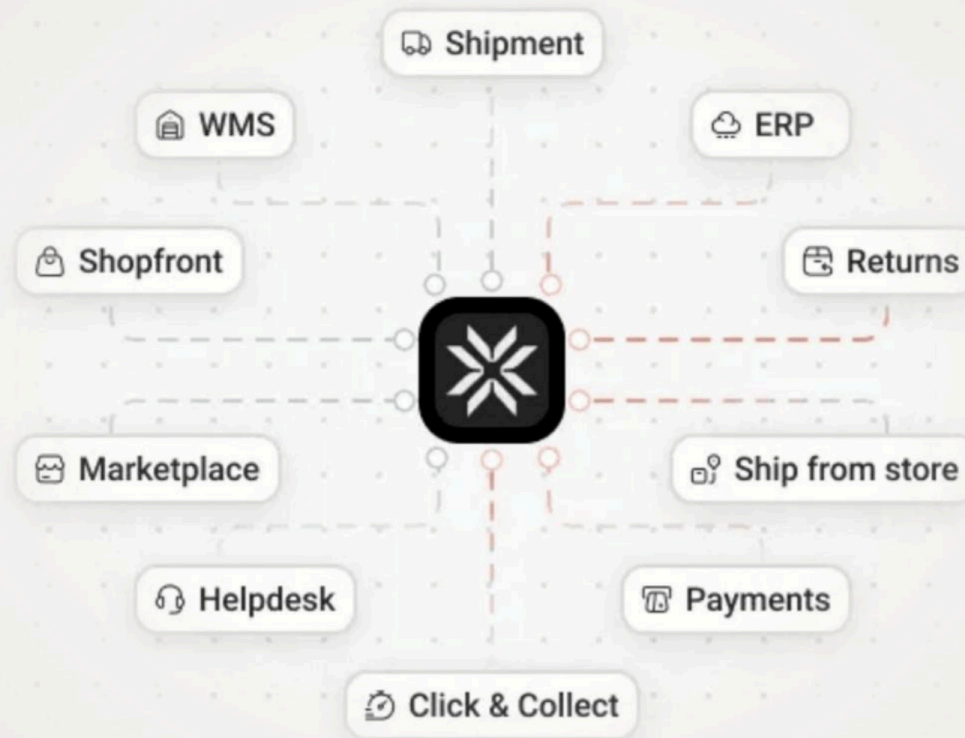
The ticket exists because something went wrong.

- A customer has already waited. Already gotten frustrated. Already given up.
- Helpdesks are built for triage. Not prevention.
- This is a structural problem. It can't be fixed with a feature.

PROACTIVE POST-PURCHASE

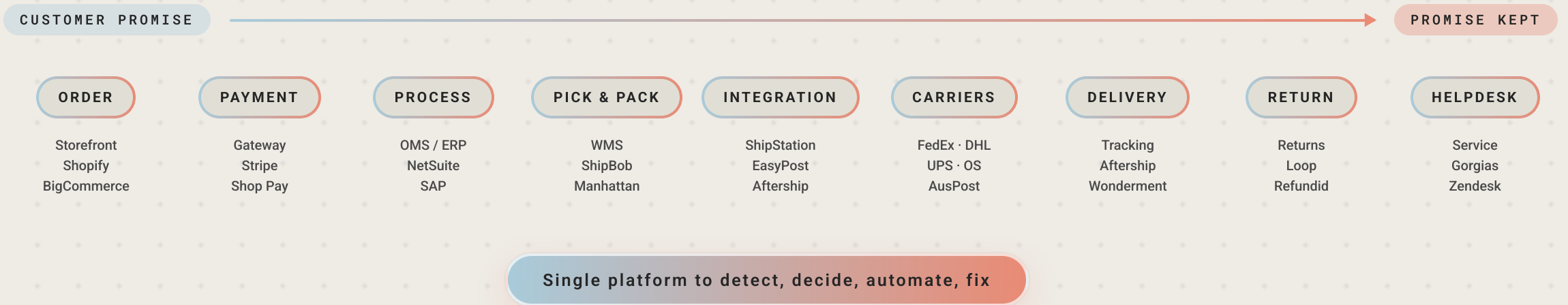
# Keeyu starts with the customer promise, not the ticket.

Keeyu connects all post-purchase tools to one platform. When something fails, Keeyu acts to resolve it before the customer knows. Preventing the ticket. A structural solution.



# Keeyu monitors the entire post-purchase order journey. From order placed to return.

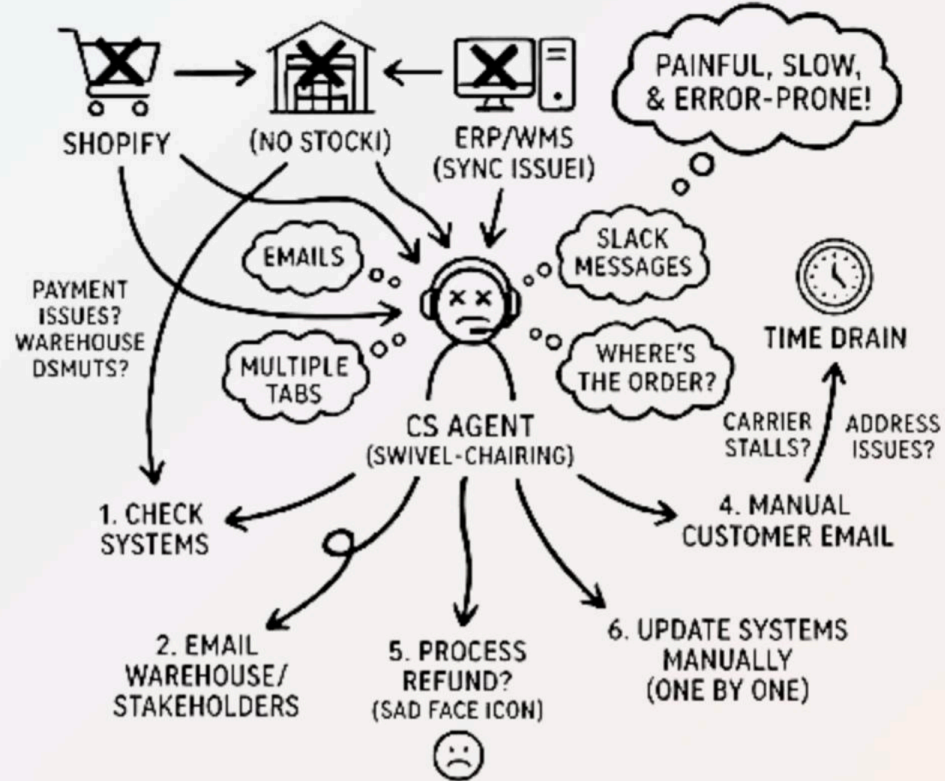
— *One orchestration layer across every system that touches the customer promise.* —



45 MIN → 5 MIN  
(TIME SAVED!)

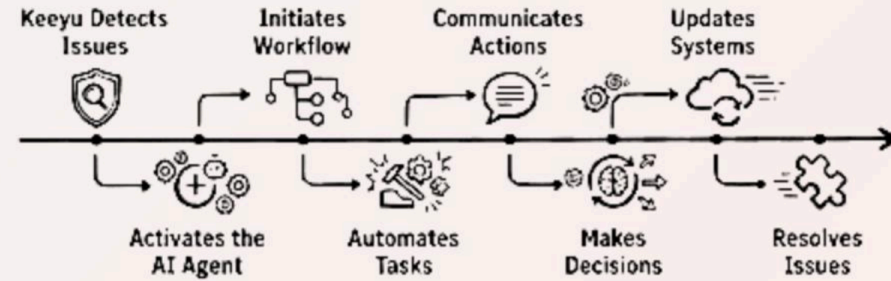
### BEFORE KEYYU

(MANUAL - REACTIVE - CHAOS)



### AFTER KEYYU

(AUTOMATED - PROACTIVE - FLOW)



# Post-purchase failures, resolved automatically.

## With custom workflows built for your stack.

Here are 20 we resolve today. Each one detected, decided, and fixed before the customer has to ask.

CUSTOM WORKFLOWS

- 01  
**Broken SLAs**
- 02  
**Fraud Warnings (High Risk)**
- 03  
**Open Chargebacks / Pending Payments**
- 04  
**Address Validation Errors**
- 05  
**Orders Awaiting Carrier / Pre-Transit**
- 06  
**Delivery Exceptions**
- 07  
**Undeliverable / Return to Sender**
- 08  
**Awaiting Collection**
- 09  
**Cancelled Orders**
- 10  
**Returned Orders Not Processed**
- 11  
**System Sync Failures (Schedulers Failed)**
- 12  
**Oversell Due to Stock Not Synced**
- 13  
**Physical Stock Discrepancies in Warehouse**
- 14  
**Fulfilment Oversights from Ship-From-Store**
- 15  
**Pending or Stalled Order Authorisations**
- 16  
**Missing or Incorrect Tracking Information**
- 17  
**SKU Mis-Mapping Across Systems**
- 18  
**Pick / Pack Errors**
- 19  
**Held at Customs (Missing Tariff Codes)**
- 20  
**Unprocessed Returns / RMA Workflow Failures**

PROOF IN PRODUCTION

# EHP Labs: Big Ticket Reduction

10x return on investment in 12 months.

**55%**

Reduction in tickets

**\$455,000**

Saved last year

**10x**

Return on investment in 12 months



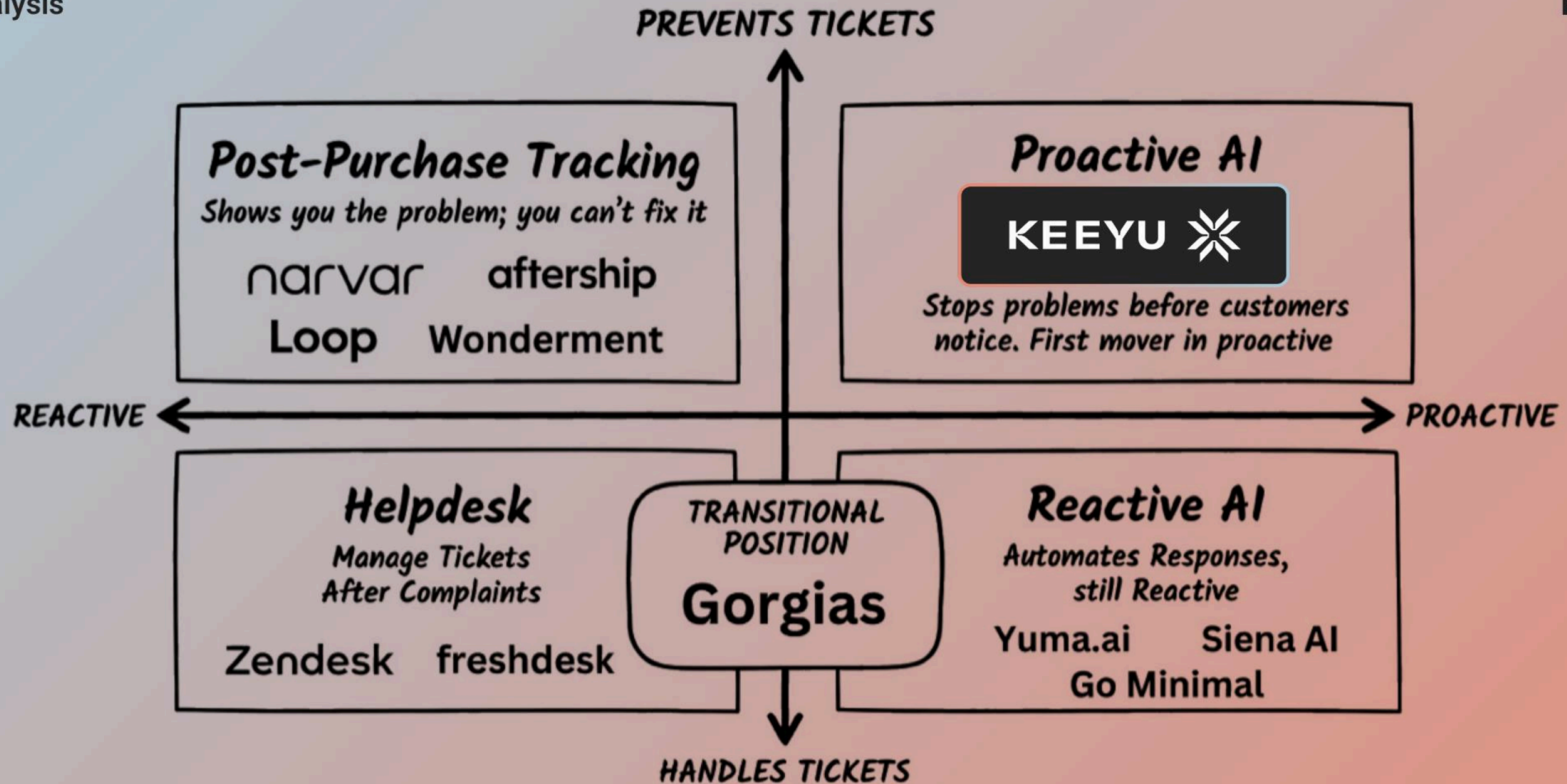
*"If Keeyu disappeared tomorrow, our operations would fall apart. It's that critical."*

*"I honestly don't know how we'd cope without it."*

Cherie, EHP Labs



That's not a case study. That's proof that the structural solution works at scale.



**Helpdesks react to tickets.  
Keeyu's proactive AI prevents them.**



# Let's build your custom Keeyu demo.

A 30 minute discovery call to map your top post-purchase gaps.

Then a custom demo built specifically **for your brand**.