



Case Study: Technical Support Services for Database Software Organization

e4e Managed Services

Celebrating
10
Years
2000-2010



Technical Support Services for Database Software Organization

Clients Pain Points

- Desire for stable North American Technical Service presence
- Consistent Support Services Solutions with growth opportunity toward a T2 service
- Lack of robust CRM tool and reporting
- Thorough real-time knowledgebase creation and maintenance
- Onsite training
- Customer Forum monitoring and product testing
- Increase of Sales via Technical Support Services

Our Solutions

- Implementation and cost effective growth of North American Solution
- Internal training and skill-set development focused on grooming T2 services
- Testing and development design of CRM tool
- Knowledgebase entries are provided for public review
- Implementation of internal trainer that has tailored skill-sets and is an end-user
- Participation in user forums as well as yearly users conference
- Implemented pre-sell program

Outcome

- East cost solution decreased overall client costs for labor services
- Knowledgeable T2 service provided for both client customers and internal staff
- Strategic reporting/recommendations based on results
- End-users have access to written knowledgebase entries provided by Technical Support Services
- Decreased client travel costs via development of internal training program
- Creation of part-time T2 role managing client forum while still providing T2 support
- Provides client revenue as well as technical solution in one call



SLAs

Service Levels

- 10x5 Technical Support Service operation
- Standard Operating Procedures
- Daily, Weekly and Monthly Analytical Reports including CSAT
- Average Speed of Answer < 120 Seconds
- Cost effective T2 solution
- CSAT rated on 5 point scale
- Weekly QC monitoring as well as customer feedback review