



## Case Study: Technical Support Services for Leading Global Video Conferencing Solutions

e4e Managed Services

Celebrating  
**10**  
Years  
2000-2010



# Technical Support Services for Leading Global Video Conferencing Solutions

## Clients Pain points

- Lack of a streamlined Global Implementation of Tier 1 Services
- Consistent Support Services Solutions
- Lack of Process and Documentation
- Collaboration of Global Communication across multiple locations
- Global implementation of CSAT results
- Cost effective Telephony solutions
- Innovative solutions to Channel partner culture

## Our Solutions

- Customer choose e4e to provide proactive / managed services based on our Global Partnerships and Solutions
- Implementation of Technical Support services in NALA, EMEA, and APAC regions
- Consolidated training and process documentation hosted in centralized location
- On going account management of Global Services and CSAT
- Utilization of IVR designed to decrease call volume
- Strategic process changes designed to enhance relationships and efficiency with channel partners

## Outcome

- Successful launch of Global Tier 1 services that is a front line of support for existing Tier 2 services
- 24x7 Global Support
- User friendly customer documentation and modules
- Meeting and exceeding Global quarterly CSAT results while providing satisfaction analysis
- IVR management resulted in decreased team sizes
- Successful channel partner relationships that enhanced end user experience
- Incurred additional client business based on results of Account implementation and Managed Services



## SLAs

### Service Levels

- 24 x 7 Technical Support Service operation
- Global Standard Operating Procedures
- Daily, Weekly and Monthly Analytical Reports including CSAT
- Average Speed of Answer < 120 Seconds
- Product certification exams required
- QC  $\geq$  91% along with Global Calibration
- Cost effective processing of different regions RMAs
- CSAT  $\geq$  91%