



Case Study: Technical Support Services for an Educational Software Company

e4e Managed Services

Celebrating
10
Years
2000-2010



Technical Support Services for an Educational Software Company

Clients Pain Points

- Need for product support post product testing
- Ability to grow Technical Support Solution from minimal internal structures
- Lack of robust CRM tool and reporting
- Ability to scale based on seasonal call volume changes
- Highly skilled staffing solution needed to manage client internal knowledge deficit
- Ability to manage government high priority accounts

Our Solutions

- Provide product testing and transition plan to product support
- Implement SME's coupled with technical skill sets designed for both educational product testing and support
- Customized internal CRM as well as reporting functionality designed for all level of client departments
- Development of a seasonal Workforce Management staffing solution designed to scale based on volume needs
- Implementation of T3 support solution
- Creation of dedicated skill-set / telephony solution for high priority accounts

Outcome

- Creation of long-term Technical Support T1 and T2 team
- Product specialists provide both internal client and external customer support
- Migration of a 3 box knowledge base solution separating client technology from their competition
- End-users have access to written knowledge base entries provided by Technical Support Services
- Ability to scale services based on seasonal call patterns
- The T3 solution decreased the clients needed to hire internally
- Provides a high level of service coupled with client confidentiality



SLAs

Service Levels

- 15 x 5 Technical Support Service operation
- Customized Operating Procedures based on seasonal call volume changes
- Daily, Weekly and Monthly Analytical Reports including CSAT
- Average Speed of Answer < 60 Seconds
- Cost effective T2 & T3 solution
- Weekly QC monitoring as well as customer feedback review
- Dedicated support for high priority clients