

Video and Audio Conference Equipment Manufacturer



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Challenge

To drive further process efficiencies and cost savings, a world leader in video and audio conference products decided to consolidate their customer service and technical support centers for their collaborative communication products. Their distributed environment required a single service provider to interface with customers for returns management, customer service and satisfaction, onsite repair, remote technical support, and special projects. In addition, the tools, technology and teams currently in place needed to integrate with the new provider for seamless communication and processing. Key requirements included visibility of service activity from start to finish, which includes multiple touch points and funneling all transactions through a comprehensive service desk while also providing bilingual support.

Our Solution

The company selected DecisionOne to provide a single comprehensive customer service desk and technical support solution that consolidated support for several geographic locations, and multiple levels of technical expertise. Designed to support the customer's small, medium and large enterprise end customers, the DecisionOne solution leverages the manufacturer's existing knowledge bases, CRM, telephony and other enterprise systems. DecisionOne further added entitlement, call-tracking and telephony distribution functionality to create a customized and integrated environment that facilitates call ownership, escalation, and workflow processes — all transparent to the manufacturer's end users. This remote service solution also features DecisionOne's proven tiered service delivery infrastructure with enhanced technical skill sets and a resolution management solution—resulting in higher levels of customer satisfaction and productivity.

Results

By fully engaging DecisionOne the manufacturer was able to achieve the following:

- Substantial cost reduction due to resource and function consolidation
- The ability to meet 100% of SLA requirements for call resolution
- Over 90% ranking in ongoing customer satisfaction and measurement programs
- The ability to meet 100% of their SLA response time requirement
- Implementation of operational workflow changes with little to no disruption to end customers
- Redundant and reliable support infrastructure including people, facilities, and technology
- The ability to focus on new support programs, products, and marketing strategies while DecisionOne takes care of ongoing technical support requirements

DecisionOne interfaces well with our services, infrastructure and management team and is flexible and instrumental in helping us stay connected with our customers.

— Video and Audio Conferencing Equipment Manufacturer

Headquartered in the Philadelphia suburb of Devon, Pennsylvania, DecisionOne is a premier partner to Original Equipment Manufacturers (OEMs), outsourcers, and reseller — delivering technology support services throughout North America. The company's footprint of service locations throughout the U.S. and Canada and centralized support capabilities enable DecisionOne to provide local, reliable, cost-effective IT deployment and support.