

Case Study: Service Desk Solutions

TELECOMMUNICATIONS PROVIDER

- *A top-twenty telecommunications carrier based in North Carolina was experiencing a rapid increase of internet service customers for its dial-up and DSL service offerings.*
- *Providing internet access to both consumers and businesses, they sought to differentiate themselves from the competition with superior customer service.*
- *While the expansion of technology infrastructure was keeping pace with a growing customer base, support was an issue.*



Bell Techlogix delivered a best-in-class Service Desk Solution that was scalable, addressed customer satisfaction concerns and proved cost effective!

BUSINESS CHALLENGE

Although pleased with the promising customer growth, they were uncomfortable with the ability of their helpdesk provider to grow as needed. The growing subscriber base was affecting customer service with longer resolution periods, while service costs were deemed excessive due to an outdated pricing structure. A more affordable, yet scalable support solution was sought that would also meet the company goal of increasing customer satisfaction.

BELL TECHLOGIX SOLUTION

The Bell Techlogix Service Desk solution provided higher quality service at a more competitive price. Bell provided aggressive pricing through a scalable service model to match the growing subscriber base. Long experience with ISP's and a creative integration of its top tier toolset of Remedy, Primus, and Interactive Intelligence telephony enabled Bell to deliver high quality customer service. Bell's integrated systems provided the ability to generate the necessary analytics and monthly reporting for all helpdesk interactions. These improvements were achieved while delivering lower operational costs than the previous service delivery model.

MEANINGFUL RESULTS

Cost savings of 30% were immediately realized in support of existing customers. A 50% drop in call duration times was also experienced. IT received weekly and monthly reports detailing the number of users supported, most frequently encountered problems and business metrics measuring Bell's performance. Enjoying faster problem resolution rates and offering higher level professional service with fewer escalations, the client now focuses more energy on providing Internet access. All while trusting that customers are treated to a high quality of service, differentiating it from other ISPs.

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