

Consumer Technical Support

iOPEX technologies Success Stories

Offering superior user experience by minimizing incident handling time for a computer and peripherals market leader

The Client : A multi-billion dollar market leader in computer & peripherals, and one of the largest technological corporations in the world. The company sells and supports computers and related products and services, employing over 100000 people worldwide.

The Challenge

The company provides protection services, advisory services, hardware support and troubleshooting. It has a very large technical support work force of over 20000, distributed globally.

Some of its support processes require customers calling into a US support center before being transferred to an offshore location for technical resolution, after entitlement and issue capture. The entire process was taking significant time as the US agent had to brief the offshore tech, thus increasing the cost of transaction. This translated into non productive waiting time for the caller, thus increasing customer dissatisfaction.

Objective: Golden Equilibrium

Reducing incident handle time and cutting costs without augmenting the existing infrastructure and staff.

Calculating Φ : Our Approach

- ▶ Analyzed client's support structure and delivery processes
- ▶ Suggested a custom solution aligned with existing SOPs
- ▶ Demonstrated the results in a simulated environment
- ▶ Automated several sub-processes in the ticket transaction- voice to chat, chat session initiation, 3 way hand-over

Engagement model employed- Consult/Implement

Φ Effect

- ▶ 65% time reduction resulting from the revised technology deployment, leading to significant cost savings
- ▶ 100% elimination of lost-in-translation situation