

UDY

CAS

SPLUNK

TECHNICAL  
ASSISTANCE  
CENTER

[www.iopeex.com](http://www.iopeex.com)

## Abstract

iOPEX is the new age technology partner for organizations looking to grow their business with our innovative, consistent and quality IT services. We enhance speed and quality of operations by bringing a balanced mix of process standardization, quality assurance and automation.

Rapidly rising support requirements for their growing business triggered our client to partner with iOPEX to resolve their challenges in keeping up to their customer demands. Our engagement with the client resulted in a complete issue resolution process makeover, optimized with seamless coordination making the engagement beneficial and cost-effective for the client.



## THE CLIENT

The client has over 14,000 customers in 110 countries using their software to improve service levels across diverse industries. The company is based in San Francisco, California with regional operations across Europe, the Middle East, Africa, Asia, and Australia.



## THE CHALLENGE

The client's customer base was growing rapidly in India, APAC and EMEA region and its in-house support team had challenges servicing this growing customer base. An exponential rise in their incident tickets particularly from their APAC and Indian customers triggered the client to seek out external partners who could support their processes effectively. Some of the challenges faced by the client before engaging with iOPEX were:

- ▶ Time zone difference to support their Indian customers
- ▶ Exponential increase in ticket volume in the last few quarters
- ▶ Existing APAC team had insufficient man-power and also had time zone gaps

The client was looking for a capable partner with the ability to ramp up quickly, coordinate seamlessly, ensure fast issue resolution and effectively handle the support process.



## THE IOPEX SOLUTION

iOPEX quickly understood the client's support process flow, adapted to the support process and deployed skilled technical resources to deliver high quality work. Some of the services that we provide as part of this engagement include:

- ▶ Splunk TAC – Tier 2 Support to Indian customers and service centers
- ▶ Weekend coverage for Middle East region
- ▶ Incident data analysis reports to support client process optimization

Today, we support more than 400+ end customers and our ability to provide efficient support for client issues with consistency and quality has earned us customer's satisfaction and trust.



## ENGAGEMENT OUTCOME

Some of the key client benefits for this engagement:

- ▶ 100% issue response and resolution score
- ▶ Consistently meeting over 92% CSAT score
- ▶ Seamless coordination & process adherence



CSAT Score



Response & Resolution Compliance

"Our technical expertise, process adherence and quality support has earned us commitment from the client and have opened doors for a larger scope of responsibilities."



## ABOUT IOPEX TECHNOLOGIES

iOPEX is a new-generation business services provider offering optimized IT management services. We are process innovators focused on extracting the best out of the investments you have already made. At iOPEX, we help you realize that golden ratio where your technology and business are in complete synergy, making your company greater than the sum of its parts. Founded in 2009, the demand for our specialized optimization services has helped us grow to over 1,200 employees in eight years.



## CONTACT US



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