TechExcel

Case Study

CYBERTECH
INTERNATIONAL

TechExcel CustomerWise has allowed CyberTech to unify support departments across 5 different countries and has stream-lined their business processes

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About CyberTech International
CyberTech International leads the voice logging and communications recording industry with global operations and offices throughout Europe, Asia, Middle East and the Americas. CyberTech is among the fastest growing data communications providers and a recognised innovator of voice recording and monitoring applications. With products and services that drive efficiencies in the capture, storage, retrieval and playback of voice, radio and data communications, CyberTech offers a worldwide suite of innovative recording technologies that enable organisations to achieve the highest levels of performance, quality assurance and liability protection while supporting existing business processes. CyberTech has its headquarters in The Netherlands and established operations around the world.

The old solution
Before CustomerWise, CyberTech was using a ticketing system which they developed in-house several years ago.
This system was very basic and did not support workflows, have a customer web portal or manage subtasks. CyberTech started to gain a significant market share in their primary field, compliance and voice recording, and attracted customers that were more than distribution partners.

The requirements for a new system
CyberTech's expansion meant that their customers wanted more detailed reporting on incidents and there was a need of recording Service Level Agreement information against their customer records. In addition CyberTech also wanted to be able to streamline the communication between their development teams and techical support staff, in order to provide better service to their customers.
There was also a requirement to ensure that in the future there would be an ability for customers to log their own incidents and run their own status reports without assistance from CyberTech staff. Finally they wanted to unify their global support staff under one system.

Getting a new solution
CyberTech looked at many different packages during the initial phase of this project, but in the end there were only two vendors that were seriously considered for the implentation. One was Expert Desk by Man Solutions and the other was TechExcel CustomerWise. TechExcel were recommended to CyberTech for their CRM solution by a member of staff who had been looking at the TechExcel DevSuite software for Application Lifecycle Management and was impressed with flexibility.

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The implementation

The main challenge for CyberTech during the implementation phase was to get their business processes written down in a format that they could then transfer into CustomerWise. Anthony Clark, Application Manager at CyberTech, said, "Our Support desk's 'business processes' have gone through a few different iterations in the last 12 months. CustomerWise has been flexible enough to allow me to reprogram my projects in a relatively short time, each time a change was required. We are now running 8 different work projects that all interact with each other to cover the business processes of our sales/support desks world wide."

All of the implementation work on the CustomerWise side of things was done 'in-house' with generous help from TechExcel UK Support staff. The entire project took 3-4 months to go from nothing to a full-scaled support project, and this included defining the underlying business and support processes, implementing and training on the new system.

A year later

CyberTech has now been using CustomerWise for more than 18 months and we asked Anthony what he thinks about CustomerWise and TechExcel so far. "CustomerWise has lived up to and surpassed our original requirements. The configuration was relatively straight forward and the flexibility in the product has allowed us to cover many of our business processes," said Anthony.
He continues "your tech support is fantastic and both UK and USA departments have been instrumental in the success of our implementations."

TechExcel CustomerWise

TechExcel CustomerWise is an integrated CRM software application for managing customer relationships throughout the entire customer lifecycle and designed to help you optimise your organisation's support process by providing your team with everything you need to exceed your customers' service expectations. Through sophisticated process automation, knowledge base management, and the availability of customer self-service through the Customer Web Portal, your support team can resolve issues more efficiently and increase customer satisfaction. It allows you organisation to refine support processes to increase efficiency, productivity and significantly decrease overall support costs by reducing the time to resolve incidents and allowing customers to help themselves.
Best of all, TechExcel CustomerWise can be deployed under budget in days or weeks.

Key benefits
• Holistically-managed support process
• Sophisticated Workflow
• Knowledge management
• Sales force automation
• Marketing campaign management
• Asset management
• Incident tracking and resolution
• Customer self service portal

TechExcel provides free evaluation copies of CustomerWise that can be downloaded from the internet at http://www.techexcel.com/resources/

Additional information about CustomerWise may be obtained by visiting the TechExcel website at www.techexcel.com or by calling
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