



Elevating the Customer Experience

IT Consulting | CRM Solutions | Application Development | Managed Support

Case Study

Client: IT Services Provider



**CUSTOMER
CONTEXT**



Solution



**KEY
TAKEAWAYS**



CUSTOMER CONTEXT

- Technology: Enterprise IT Support
- Asset Management
- SFDC users since 2012
- User base: 50 internal users, 380 Community users

Background

Client Pain Points - Sales Ops and Support:

- Support Services team has large complex contracts to support, but were struggling to manage data volumes and navigate data inaccuracies
- Inaccurate data were leading to operational mistakes, eroding profit margins
- Data accuracy and streamlined processes were needed to improve their sales and support success rates
- Needed mechanisms to better meet SLAs and improve CSAT scores for support services
- Needed solution to track Customer onboarding and Professional Services activities

Tools & Technologies:

- SFDC Platform
- ServiceMax
- Customer & Partner Portal
- MS NAV ERP
- Google Apps



KEY TAKEAWAYS

- Gaps identified
- Cloud based solution implemented
- Reduced support SLAs

Solution/Benefits

Solution Implemented:

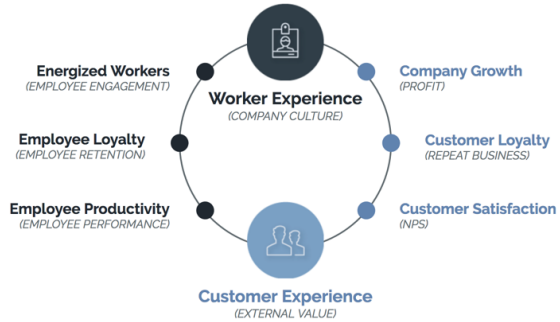
- Identified inaccuracies with contract and asset data; provided extracts and tools to correct them
- Identified gaps in functionality & system controls; implemented ServiceMax contract management changes to ensure data cleanliness & accuracy
- Implemented Sales Cloud & Partner Management solutions for multiple LOBs
- Implemented Service Cloud with better Email & CTI integration and SLA tracking
- Developed roadmap for MS NAV ERP & Logistics integration
- Enhanced customer portal functionality

Benefits:

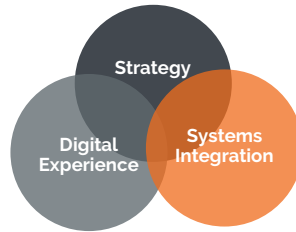
- Increased sales pipelines by automatic creation of renewal opportunities
- Significantly improved client's ability to meet support SLAs and drive CSAT scores
- Optimized contract management processes and validations prevent impacts to margins from data issues
- Created framework to support new asset management services offering

Why Clients Choose SPAR

360 Consumer Cycle



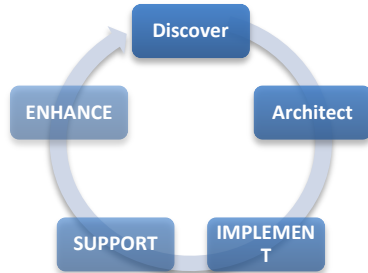
One Hand to Shake



Unmatched Cloud Experience



Delivery Excellence Platform



Legacy Enterprise Expertise (Build, Run, Outsource)



Unique Industry IP & Innovation

