



Technical Support Case Study

Leading network security information management product Company

Client

Client is a leading network security information management product company based in the USA. Its products are installed worldwide across all major geographies.

Business Challenge

The Client considers its support function to be as important as the product itself. The client was interested in finding a trusted support partner who could eliminate the risk of failure and be flexible in meeting their unique needs. The client was facing a number of challenges:

- Increased customer base resulted in an increase in workload for USA support team.
- Operations limited to 8x5 USA time zone and wanted to expand to 24x7
- Wanted to improve the support turn-around time for its non-US, i.e. Asia and Europe customers.
- Reduction in support cost

Suma Soft Impact Solution

Suma Soft established a dedicated team of support engineers with expertise in the areas of Oracle, Networking, Operating systems and Network Security. A dedicated secure support operations center was established with voice/email/internet infrastructure and test simulation environment.

In a phased manner Suma Soft implemented the following activities:

- Started US night time operations and then went to 24*7 operations
- Started with Email support and then moved to include voice support and chat support
- Resolution process as per the customer priority/severity levels implemented
- Escalating process for critical defects to the US based engineering team implemented
- Accurate capture of all call related activities in tracking database
- Created a formal training program for support operations
- Established a Dashboard and MIS for the support operations.

Results Achieved

Within 6 months of operations of the off-shore support team at Suma Soft was able to deliver enhanced coverage and customer satisfaction to the client. Key areas of improvements:

- Reduction in workload for US support team
- 24x7 support made possible
- Improved support for worldwide customers
- Overall cost reduction due to off-shoring
- Improved customer satisfaction