

Case Study Technical Product Support

Helpdesk Datasupport AB and a major electronics manufacturer

Information about the manufacturer

Company X is one of the largest manufacturers of IT-products in the world.

Goal

In order to increase customer satisfaction, quality of support and agent retention the manufacturer wanted to move the Nordic support from Europe to Sweden.

The project

The project started with Technical Product Support for the IT manufacturers notebooks. Service Levels, quality of support delivered and customer satisfaction had been going down for a long time. The manufacturer had recognized the special needs of the Nordic market and wanted to move the Nordic support to Sweden. One of the problems was agent retention and the ability to acquire and keep native speaking Nordic personnel. The manufacturer also needed help with a case handling system and routines regarding service reports for all countries.

The solution

Helpdesk put together a technical support team for each Nordic language in order to meet the demand for native speaking support personnel.

A coordinator for the new group was assigned to provide in-depth knowledge of the products and this person was also extensively trained by the manufacturer. The coordinators main focus was the daily operations of all cases, service levels, contact with all service providers for all countries making sure that the service report process was running smoothly.

Helpdesk provided a case handling system to keep track of all customers, cases, service levels, service reports and so on. The system was configured for automatic monitoring of service levels and all open cases in order to provide best possible customer satisfaction.