

NETEDGESUPPORT.com

Case Study



Redefining Human Touch



Orchestrating Success
for our Customers



Customer Case Study – NetEdgeSupport.com

NetEdgeSupport.com provides round the clock prompt and reliable technical support for Windows, Oracle, MS Office Suite and Web Technologies. It acts as an extension of a company's IT department and offers operational support in terms of installation, maintenance, up and running support etc.



Support for

- Windows
- Oracle
- MS Office Suite
- Web Technologies

Service Offerings

- 24/7 online technical support
- Delivery channels – Email and Chat
- Self Help – FAQs, Knowledge Base and Whitepapers
- Subscription and Incident based membership
- Response time as per SLA

Online membership is available to corporations as well as individuals. Depending on the need, members can have either a subscription based or incident based membership. In subscription based model, members are entitled to send unlimited number of queries to support professionals for the duration of their membership. Under incident based membership, members are charged for every query sent by them. Depending upon the needs, members can choose to get response to their queries within 4, 8, 12 or 24 hours.

Members can send their queries either through email or chat. Depending upon the type of query, response time, availability of support agents, these queries get routed over the Internet to the appropriate executive with the help of netPeople.

Customer Support Executives are equipped with all the necessary training and certification so as to address customer concerns effectively. The FAQs, Knowledge base and Whitepaper of netedgesupport.com provide the members with the necessary assistance in locating the right information as and when needed on their own.

Administration is done by generating drill down reports. The manager or supervisor can generate various in-built as well as custom reports in order to monitor the performance.

Business Need – a reliable software product with desired functionality

NetEdgeSupport.com was looking at options of obtaining a software product which offer all the desired functionality and at the same time can incorporate the growing needs of the business. The critical component was the availability of such a product as ready-to-go-live, as the implementation time was very less. The software product was to be integrated with their legacy systems as well, for interactions with their accounts department for the purpose of smooth management of membership fees. Also, the product needed to be easy to maintain and support.

The biggest requirement was to enable the sales team to be able to sell proactively over the web. They should be able to monitor visitor activities, guide visitors to relevant sections of the website etc.



NetEdgeSupport.com

netPeople Customer Service and netPeople Sales - An Integrated Solution

To meet the support need, there was a requirement to integrate netPeople Customer Service and netPeople Self Service and roll out one integrated solution.

NetEdgeSupport.com was therefore able to take advantage of two powerful solutions under one roof. They purchased the products and used the NetEdge expertise in answering the queries of the customer.

Our Value Proposition

Customer Service is a critical competitive differentiator for companies. The competition is just a phone call or click away, and after one bad experience a customer may leave you forever.

Customer Speak

“Our business Model is very dynamic and keeps evolving to meet customer needs. We needed a product, which should not just be easily scalable to meet our business growth, but also flexible enough to be easily integrated and customized to meet changing service models. The combined features of netPeople Sales and Customer Service were exactly in tune with our requirements.”

Managed Service Provider model enables us to deliver our products as an end to end managed service. Anytime your customers need assistance, we're there to provide it. Since we use your company name, users attribute the excellent service to your company. Our unique value proposition emerges from our :

People

Our strong presence in India gives us a unique opportunity to tap in and attract, recruit and retain a talented and skilled workforce from amongst the highly educated and English speaking population of India.

Technology

Our investment in technology means we can scale our capacity to fit your needs as your business grows. We have the technology, the facilities and the personnel to provide exceptional service to more and more customers, leaving you free to focus on your core competencies.

Infrastructure

Our world class Customer Interaction Center is equipped with state of the art infrastructure and can accommodate as many systems, database servers and executives as our clients need. Our systems are supported by redundant power supplies and the numerous servers required for email, Web application and database use. System monitoring is conducted both remotely and by 24/7 on-site control room engineers.

Our Partners

In order to provide quality and reliable technical support, NetEdgeSupport.com and its promoters have forged partnerships and alliances with leading technical companies of the world.

Our partnership enables our support agents to have access to the latest resources and technologies from these companies. Our partners also provide regular and continuous training to our support agents, thereby keeping them up to date about any technological advancement for their products and technologies.

Microsoft	-	Authorised Solution Provider
IBM	-	Partner World Member and ISV
SUN	-	SUN Developer Program Member
HP	-	Premier Member Developer and Solution Partner

Our Products

- **netPeople Sales** : Real Time Sales and Marketing Tool
- **netPeople Customer Service** : Service customers better than competition
- **netPeople Self Service** : Online FAQs, Knowledge Base for Customer Self Service