Improving Global Collaboration, Reducing Support Headaches .

Staying in the Game with Stellar Video Conferencing and Streamlined Support

Key Challenges

Collaboration is critical to this high tech company's ability to create winning ideas and spur them to market in record time, and the global spread of the company made hassle-free video conferencing a necessity. With support provided by over 5 vendors, the clients experience was anything but that. They needed one solution that would handle all of their needs:

- Deploy new conference room set-ups that would globally connect all collaborators
- Streamline video conferencing services and support for 5,000 conference rooms

Solution

Our goal was to keep our client connected and collaborative, while providing easy solutions to common questions and on-the-spot support in the rare event that trouble should arise.

Our solution did just that with:

- **Operational concentration** on creating well-run environments as opposed to a focus on technology and implementation sales
- **Consistent setup** made to facilitate faster deployment of support services when necessary through global uniformity
- **Proactive problem solving** addressed potential issues during initial conference room inspection to drive down ticket volume and increase value of inspections
- **Faster support** through a collaborative first-pass resolution process

Results

- 15% cost reduction in VC support and greater collaborative success due to fewer support issues
- 40% first pass resolution of less complicated issues at the site
- 25% decrease in tickets escalated to field support
- 40% decrease in average resolution time for escalated tickets
- Reduced technicians from 23 to 15 while supporting 20% annual growth in VC needs