

Transforming Tech Support For a Leading Software Product Company

Delivered \$6.2M revenue growth with 14% reduction in operating cost.

Technical Support | Customer Service | Product and Beta Testing | Data Recovery Services
Activations | Up-sell and Cross-sell | Tier 2 Support

Business Need

Our client was struggling with maintaining customer satisfaction levels evidenced by their Net Promoter Scores (NPS). They needed to reduce turnaround time for data recovery services. They also needed to reduce handle time on installation issues which was a major call driver. The improved service levels had to come with a reduction in their cost per contact.

Concentrix Solutions

- We transitioned the program to Concentrix and immediately provided level 1,2, and 3 technical support and Support Plan Validation
- We began providing beta testing on products and bug/error testing in the product development phase for early detection of issues that would drive contacts for support later
- We engaged our technology experts to design knowledge and data recovery and knowledge base authoring to streamline troubleshooting
- Costs were offset by implementing a cross-sell/up-sell strategy at the order processing and point of service with customer contacts

"You are a very strong team that has great understanding of our business as well as an enormous amount of dedication to the partnership between [Concentrix] and [the client]. The ideas and the projects that you had brought to the table show a lot of innovation."

Client Partner Alliance and Outsourcing Manager

Results

- 14% per year reduction in total cost of operations
- \$6.2M+ revenue generated from cross-sell / up-sell services
- 95% reduction in turnaround time
- 20% increase in agent productivity with an improved NPS score



ABOUT CONCENTRIX

Concentrix, a wholly-owned subsidiary of SYNnex Corporation (NYSE: SNX), is a leading business services company. We focus on customer engagement and improving business outcomes for over 450 global clients across six continents. Our 100,000+ staff deliver technology-infused, omni-channel customer experience management, marketing optimization, digital, consulting, analytics, and back office solutions in 40+ languages from 125+ delivery centers. We serve automotive; banking and financial services; insurance; healthcare; technology; consumer electronics; media and communications; retail and e-commerce; travel and transportation; and energy and public sector clients.

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