

Sophisticated Customer Support System Goes Live With Only 40 Hours of Consulting



“We had a tight timeline and a lot of pressure to get our customer support system up and running. Working with EnterpriseWizard, we met our deadline. And it was surprisingly painless.”

- Steve Bradley, Managing Director

Business Overview

MVTS Technologies is a global, full-service provider of refurbished Automatic Test Equipment (ATE) to the semiconductor industry. MVTS extends the life of legacy ATE by providing access to “out of production” used equipment, spare parts, and services. With an extensive inventory, a wide range of products, and rich OEM relationships, MVTS provides users with a single source for legacy product support across multiple platforms.

Challenges

MVTS Technologies needed a support system for a newly acquired product line. They needed to deliver replacement parts and provide on-site service for customer-owned machines on three continents.

Handling on-site service requests is not an unusual requirement for a customer support system, but they also needed to manage RMA and parts orders. These processes aren’t standard in most systems. So MVTS needed a solution they could customize to their needs.

Availability of the system was also key. Global customers and field engineers needed secure, web-based 24/7 access.

The assignment of tasks would need to be global in nature as well. Once a customer entered a request, the system would need to assign tickets based on sophisticated logic. The system needed to route incoming tickets to the proper office based on time zone and business hours. When necessary, the system would need to escalate tickets across regions to an open office. MVTS also wanted customers accessing the system to see their own specially-branded interfaces.

Six different types of contracts and SLAs determined the services available to each customer. So contract management was another vital element to the system.

Cost considerations were important to MVTS as well. The company wanted a hosted solution that could move in-house at some point in the future.

And finally, the system needed to be up and running quickly. To compound the pressure, MVTS was implementing another major system at the same

Industry

Automatic Test Equipment (ATE) and support for the semiconductor industry

Challenges

Needed to provide global support services in real time 24x7

Needed to route service requests to appropriate global location based on time of day, type of request, and customer location, with global escalation

Variety of support contract types required different response times and behavior from the system

Needed to provide online part ordering capability, but limited to appropriate parts based on machines under contract

Branded Web-based customer access

EnterpriseWizard Solution

Web-based Customer Support 24/7

Online RMA and Parts Ordering

Support Contract Management

Billable Time Management

Hosted SaaS Platform

Solution Benefits

Consolidated Solution provides 360 degree view of customer information

Low consulting and startup costs with SaaS solution and rapid, wizard-based customization

Increased credibility through 24/7 global presence and rapid response

Rapid ROI due to low cost and extensibility

EnterpriseWizard Solution

EnterpriseWizard has the flexibility that MVTS needed. MVTS used it to create a customer support system with all the functionality that fit their unique needs. The system manages their product support from end to end. It defined the support contract and SLAs, managed support requests for both off-site and on-site labor and provided an RMA and Parts ordering interface.

EnterpriseWizard also handled billing time to customers, because Engineers use the system to report their tasks and billable hours. EnterpriseWizard can run time reports and email them to each customer along with an invoice.

Low Startup Cost

MVTS chose the hosted SaaS solution. This gave them a high-availability, secure infrastructure with automated backups with a very low cost of entry. Having such a solution meant that MVTS did not have to purchase or maintain hardware. As a result, their IT resources were free for other tasks.

They also kept consulting costs low. Thanks to EnterpriseWizard's intuitive interface and ease of customization, MVTS was able to do much of the configuration themselves, without needing to send anyone to training.

Contract Management

Contract Management is the cornerstone of the new system. When a client submits a request, their contract determines their level of service. For part requests, the system determines if their contract includes part replacement. If so, then the customer can choose the right part type and order the replacement. The system then generates an RMA number, dated and coded to the customer's region.

If the customer's contract doesn't include part replacement, the system routes the request to Sales for followup, providing the company with new revenue opportunities.

Integration with Inventory System

MVTS easily integrated EnterpriseWizard with its inventory system. Users can now see inventory information, including part images, within a part record in EnterpriseWizard. This integration was done in a couple of hours.

"Follow the Sun" Response and SLA Fulfillment

Finally, EnterpriseWizard enables a regional 'push' process for 'follow the sun' response. Rules notify managers of situations such as response times going beyond contract limits. The system also e-mails customers to update them on any actions taken. This process ensures that MVTS meets its SLA's and contract terms.

40 Hours of Consulting Time

In all, this new system went from concept to live in just three months, with just 40 hours of consulting time. Everything in the initial scope of work was implemented on time and under budget. EnterpriseWizard's flexibility allowed MVTS to get exactly what they wanted, exactly when they needed it.

"We had a great deal of confidence working with EnterpriseWizard. Our consultant was terrific. He immediately understood what we needed and implemented our most complex processes almost as quickly as we could define them. His can-do attitude left us feeling we were in very good hands ."

— Steve Bradley
Managing Director
MVTS Technologies, Inc.

Benefits

Rapid Implementation - For MVTS, coming in on time was one of the most important factors in the success of implementing the new customer support system. The fact that EnterpriseWizard didn't require any coding to create a custom-fitting, unique solution made it more affordable than any other solution.

Consolidated Solution - MVTS now has a 360 degree view of customer information. They see contract terms, support cases, service requests, parts orders, and RMAs all in one place. Within a single customer support case, users can ask a question or place a service or part request, all of which can be linked in any combination.

Reduced Response Time - Since starting, MVTS has reduced average support response times by 60%.

Ease of Use - MVTS staff found EnterpriseWizard so intuitive that their business managers were able to learn the software from scratch without any training. They also feel confident that they will be able to maintain and extend the new system as needed, with minimal advice and help from EnterpriseWizard's team.

Rapid ROI - The EnterpriseWizard support implementation came in under budget for two key reasons. The first was the low consulting and startup costs of the SaaS solution. The second was wizard-based customization that let MVTS quickly make the changes they needed. As a result, MVTS has seen a positive return on its investment within six months of full implementation.

Robust - Being able to handle a large number of transactions is critical to the success of the system. MVTS expects the new system to easily handle a volume of 7000-8000 transactions per year. Furthermore, nothing can fall through the cracks. The system records every request, and customers can't get service without going through the system.

Increased Credibility - Having a web-based global presence and rapid response are crucial to the success of MVTS' new business line. EnterpriseWizard implementation has helped ensure that success.

Conclusion

Every company has unique needs for their customer support system. Success requires a flexible system that can meet the full range of services related to providing superior support. With EnterpriseWizard, MVTS got all the functionality they wanted at the price and timeline that they needed.

"We're glad we made the decision to go with EnterpriseWizard, as it has proven itself to be flexible enough to keep growing with our needs."

— Steve Bradley
Managing Director

For More Information

Contact 1-888-727-2209 ext 1 to learn how we can help you accelerate your service desk

About EnterpriseWizard

EnterpriseWizard, Inc. (www.EnterpriseWizard.com) is the leading provider of powerful, easy-to-deploy, and cost-effective Web-based software solutions for business process automation, customer support, service desk, and CRM for organizations with complex products or services. It has attracted hundreds of customers, ranging from startups to leading edge companies such as Chevron, NEC and Emerson Electric.

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