

Automating ISP Services achieves 100% ROI in less than a month



“New accounts used to take hours (and sometimes days) to set up; now we use a single web-based form and they are ready in one or two minutes. This has greatly increased productivity in our technical support department and allowed us to focus on meeting our customers’ real needs. Customer satisfaction with our technical and support departments has more than doubled since putting Support Wizard into production.”

Craig Winstead
CEO, SPIS.NET

Business Overview

SPIS.NET is a regional Internet Service Provider (ISP), offering a range of different types of internet connections, networking and consulting services. SPIS.NET realized that customer tracking, ease of account creation and problem tracking was key to a successful business in their industry.

Challenges

SPIS.NET was drowning in paperwork and inefficient processes. They needed to automate their support and services operation and to establish a one-step user creation process to eliminate the paperwork involved in each customer acquisition.

Paper Trail

Prior to deploying SupportWizard, creating a new user account required several steps by multiple employees. Whoever took the phone call from the new customer had to complete a paper contract, and fax it to the technical support department, which then had to call the customer, and fax the contract over to the billing department.

Organization

An easily accessible list of accounts was not available. Having data in separate locations made it very difficult for the staff when a customer issue required the involvement of multiple technicians.

Redundant Work

When a new customer was added to the network, several steps had to be taken before the user was able to begin service. The information from the hand-written contract had to be entered in up to 5 different systems before a user was able to connect.

Industry

Internet Services Providers

Industry Challenges

Complex user creation process involving mountains of paperwork and multiple departments

Inability to share common information used across departments

Duplicate data entry in several data management systems

Customer dissatisfaction with turn-around time

EnterpriseWizard Solution

Adaptable SupportWizard CRM Solution

Installed in-house on Linux server with MySQL DB

Integrated with RADIUS and other backend systems

Solution Benefits

SupportWizard customized and implemented within one week

New accounts established with one easy web form and resulting tasks automated through the system

Account information accessible across departments without redundant data entry

Easy integration with existing systems

Requirements

SPIS.NET needed a way to create an account in one simple step, track customer issues efficiently, and allow everyone in the company to access a single customer list and set of account issues.

With a limited budget, the system had to be easy to maintain and integrate with their existing back-end system. For example, it had to automate email setup, domain name (DNS) creation and integrate with the RADIUS server.

The SupportWizard Solution

SPIS.NET chose SupportWizard (the precursor to EnterpriseWizard) for its ease of implementation, scripting capabilities and support for Linux and MySQL.

With a time investment of less than one man week and a cost of under \$8,000, the system was fully deployed and integrated with existing backend systems. Now a customer's account is created in one simple step and the technical support staff is automatically notified to contact the customer and walk them through any additional set-ups that they may need. Using SupportWizard to manage new client setup cut technicians' response times in half.

The new system also automatically notifies the billing department when the new customer can access the network and should receive an invoice. SupportWizard includes the contact information in the notification email that is automatically sent to the billing department.

With the help of custom scripts, SupportWizard automatically enters all the account information into the Linux-based servers for network access. The user information is added in to the RADIUS server, and an email account is automatically created. With one easy form, SPIS.NET's SupportWizard implementation can even register a domain name and create DNS records. SPIS.NET is now also able to track problems and share information between engineers regarding an issue with a customer.

Summary of Benefits

- * Support staff productivity has doubled
- * Paperwork has been eliminated
- * The time taken to set up and bill new customer accounts has been reduced from hours, or even days, to minutes
- * The ROI for the implementation was less than one month
- * The company is able to continue its rapid growth without increasing headcount.

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, and change management for organizations with complex products or services. Its flagship product, EnterpriseWizard, and its adaptable SaaSWizard platform have attracted hundreds of customers, ranging from startups to leading edge companies such as Chevron, NEC and Fujitsu.

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For More Information

Contact 1-888-727-2209 ext 1 to learn more about using EnterpriseWizard for business process automation.

Corporate Headquarters

EnterpriseWizard, Inc.
654 Bair Island Rd, Suite 300
Redwood City, CA 94063
United States of America

