

Reducing customer escalations with improved transaction coordination across the network

Market Leader – Business communications equipment

Multiple systems and partners across the network prevent timely identification and communication of transaction signals and status. Issues are not proactively or predictively identified with the accompanying alert to the proper organizations. Customer escalations are high, and getting a status and resolution plans is difficult and time consuming.

COMPLEXITY

- Multiply systems across the company and multiple partners providing service
 - 5 ERP systems
 - 3 WMS systems and providers
 - 4 Repair systems and providers
 - Multiple Dispatch systems and Field Service Providers
- Disparate and varied data feeds (EDI, excel, 3rd party system, real-time, daily, weekly)
- No proactive/predictive alerts

RESOLUTION



Connect

- Systems and partners
- Globally



Reveal

- Transaction signals to all parties
- Proactive and and predictive status and alerts across the network



Transform

- The customer experience
 - More transparent
 - Fewer escalations
- Revenue growth and retention
- Labor and headcount needed to drive command and control of the customer service experience

WHY ENTERCOMS

- Strong workflow platform capabilities
- Ability to grow and expand as the business matures
- Best in class domain expertise
- Short time to value

IMPACT



40% reduction in customer escalations



11% service revenue increase



24% labor efficiency gain