

“Working with a stable product such as Neocase is a real benefit to Toshiba TFIS,”

Luc Mandziara, DSC Director with Toshiba TFIS

TOSHIBA

The Challenge: Centralize, Smarten and Improve Service

A subsidiary of Toshiba Corporation, Toshiba TEC handles the conception, production, and sales of printers, fax machines, and multi-function copiers. The company is comprised of two subsidiaries: Toshiba TEC and Toshiba France Imaging Systems (TFIS).

In 1997, Toshiba TFIS created the Digital Support Center (DSC) to respond to customer needs. DSC houses a digital laboratory, three computerized classrooms, and a call center.

The company's customer service center houses over 1,300 technicians, who have online access to the Toshiba TFIS knowledge database, the spare parts catalogue, and technical manuals.

Yet an increase in the number of monthly calls—which came from a variety of channels, including phone, fax, email, and the Web site—prompted the company to seek a new software solution.

Toshiba TFIS also wanted to centralize customer issues—and their resolutions—within a comprehensive database. The company wanted to give its technicians 24/7 access to support documentation, client histories, service level agreements (SLAs), and other materials remotely.

Additionally, the company wanted a robust software tool that would enable it to answer 100 percent of its calls with a 95-percent resolution rate on the first call.

The Solution: Neocase Software

To meet its needs for better management and organization of multi-channel calls, Toshiba TFIS opted for Neocase Customer Service and Neocase Self-Service.

Neocase Software is a leading provider of customer service and support software that helps global companies to deliver high-quality customer service while maximizing the productivity of their call center operations. Neocase Software supports the citizens and customers of over 1,800 organizations worldwide and offers vertical-specific solutions for Technology, Public Sector, Human Capital Resource Management, and Financial Litigation.

Neocase's award-winning product line brings efficiency and profitability to customer service departments through web self-service, intelligent knowledge management, service level contract (SLA) management, employee/partner case collaboration, and automated workflows.

AT A GLANCE:

Organization: Toshiba TFIS

Location: France

Industry: High Technology, Manufacturing

Challenge: Provide better service and manage calls more effectively

Solution: Neocase Customer Service, Neocase Self-Service, Knowledge Base Management, Complete Tracking and Traceability

Results: Better service, manageability, and visibility

For more information:

www.neocasesoftware.com

Using Neocase technology, DSC is now able to offer a higher level of service that meets the expectations of Toshiba TFIS customers and partners. The implementation of Neocase enables the following capabilities:

- Unique and personalized phone access;
- 24/7 Internet access, wherein technicians can track the status of files and view client histories;
- An online knowledge database that provides insight into common issues and their resolution;
- Statistics on the daily activity of the DSC;
- A forum for discussions and solutions.

The Result: Better Service, Manageability, and Visibility

With Neocase, Toshiba TFIS can better organize its technical support teams and resolve incoming inquiries in a more efficient manner. Support engineers can instantly identify their clients and view their files as well as complete client history, remotely. As a result, the company boasts a 95-percent resolution after just one call.

Neocase also gives the company complete visibility into the daily activity of the DSC. Tracking features allow technicians to log all email, phone, fax, and Web-based inquiries.

Precise traceability helps to improve the knowledge database, as well as the speed and quality of responses. Toshiba TFIS benefits directly from its clients' inquiries, which become part of the knowledge base. Clients, in turn, value the higher level of assistance that they now receive.

Additionally, the supervision tools inside Neocase help to identify sensitive data, as well as measure, control, and track support and help activities.

"Working with a stable product such as Neocase is a real benefit to Toshiba TFIS," said Luc Mandziara, DSC Director with Toshiba TFIS. "Neocase is a product that adapts itself very easily to our users and our fast-changing environment."