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*Bernard Vellucci, Project Manager
oXya Consulting*

The Challenge: Achieving Best Practices in Customer Support

Founded in 1998, oXya Consulting specializes in application service provider (ASP) information management and offers a full range of services in technical consulting. The company’s primary services include: project management, audit and architectural consulting, installation, and start-up strategies. More advanced services, such as remote management or information management, are considered separate lines of business, including: hosting, management, and administration.

In 1999, oXya Consulting installed a remote management unit within the framework of its ASP information management strategy. The goal was to remotely monitor a particular client’s systems in order to ensure proper management. This proactive supervision system relied on a team that was physically on-site at two geographical locations, simultaneously: Courbevoie and Loos les Lille in France.

If at any time a problem is detected, resolution would be handled via remote management, or redirected to qualified technicians on/off-site. Employees wrote up completed actions via the corporate intranet, and according to the service level agreement (SLA) of each client.

To better equip its service team, oXya researched for a solution that would manage all incoming inquiries (by phone, fax, or e-mail), and that would adapt itself to all of oXya’s internal service and organizational requirements.

“From the get-go, one of our requirements was a tool to manage all service interventions online. We wanted to avoid being overwhelmed by phone calls that were very time consuming,” explained Bernard Vellucci, Project Manager at oXya Consulting. “The other pre-requisite was a flexible interface that would be easy to use—but without need for a big deployment with each new client or project.”

The Solution: Neocase Software

After having evaluated multiple solutions, oXya turned to Neocase. oXya deployed Neocase Customer Service (Neocase CS) and Neocase Self Service (Neocase SF) in an on-premise model. Neocase Software, a world leader in customer service and share services contact center solutions, helps maximize the productivity and quality of service delivered through: collaborative case management, self service, integrated knowledge management, business intelligence and business process management. Designed for easy use, quick implementation, and optimized for Microsoft Dynamics CRM 4.0, Neocase can be deployed either on-demand or on-premise.



AT A GLANCE:

Organization: oXya Consulting

Location: France

Industry: Technology/Consulting/
Services

Challenge: Manage service issues
via the Internet

Solution: Neocase Customer
Service, Neocase Self Service

Results: Faster response time
and enhanced customer service

For more information:

www.neocasesoftware.com

www.oxya.com

“We’d been watching Neocase since 1999 and were impressed with their technological progress,” said Vellucci. “At a time when many players were in a developmental phase, Neocase and its Self Service Portal appeared to be the ideal solution for our needs.”

Today, Neocase centralizes inquiries and incidents in oXya’s remote management unit, providing a “first diagnosis” before the company responds or re-routes inquiries to specialized technicians.

The Neocase Self Service Portal also provides oXya’s key clients with personalized and structured Web access, 24/7. Now, clients have the option of logging in to view open and closed cases at any time. They can also submit new cases at their leisure, rather than having to be confined to pre-defined phone support hours.

The Result: Faster Response Times, Quality & Consistent Follow-up

By offering quick and direct access to inquiries, Neocase minimizes the response time and ensures quality follow-up.

“Thanks to Neocase, we now have incident-treatment models that need very little deployment for each project,” added Vellucci. “In addition, Neocase Self Service is so simple and easy-to-use that all you need is an hour to familiarize yourself with the module and customers are ready to reap the benefits.”

Vellucci noted that among the many benefits of Neocase is its ability to adapt to small and mid-sized enterprises (SMBs) as well as larger companies. “Today, oXya can address the needs of two distinct markets with its Neocase Customer Service solution, by empowering these companies with improved productivity and efficiencies; advantages that are highly welcome in a very competitive environment.”

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