

*“Neocase Software is a customizable product that easily integrated into our existing customer service and support processes.”*

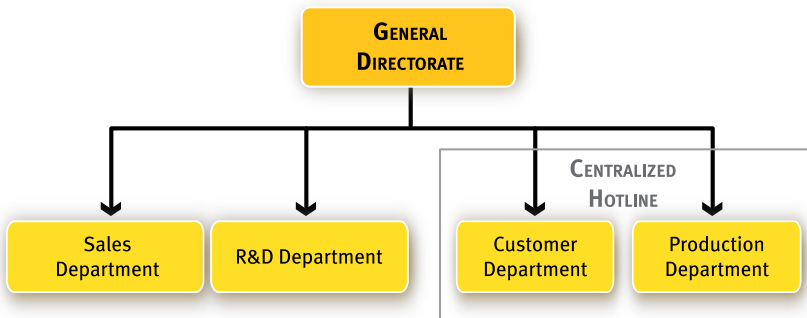
*Pierre Darphin, Soltim*



**The Challenge: Deploy a powerful, reliable and user-friendly tool**

In 1995, Soltim received a large contract from Siemens Automotive to manage their entire IT Hosting operations. To ensure this outsourcing solution would be optimally managed, Soltim opted to deploy a centralized customer service hot line.

Soltim defined the processing procedures and structured its teams by skills orientation to ensure the best possible handling of customer accounts. In order to accommodate the more than 50 million EDI transactions and 20 million mailings transacted per year, Soltim arranged its customer service into the following workflow:



*Production Department:* Handles IT management for customer’s technical infrastructures: Technical Help; Operational Steering; Network and Technical Support; Micro Information Management; and Print Management.

*Customer Department:* Provides independent customer and facilities management.

The Customer Service organization is comprised of the following two business activities:

- *Customer Relations:*
  - Spokespeople for the company
  - Customer satisfaction officers
  - Consulting and Value Add
  - Strategy and Needs Identification
- *Customer Assistance (Officer of the Day):*
  - Activity Reporting
  - Optimization Actions: customer performance and calls
  - Anticipating needs, task scheduling, internal alters
  - Management for internal customer projects, Esquif modifications, deliveries

Soltim deployed statistical indicators in order to oversee Hot Line activity and to be able to track files, workflows and adherence to service level agreements (SLA). The challenge was to deploy a powerful, reliable and user-friendly tool to be used for managing the Hot Line and supporting processing procedures.

In the end, Neocase CS was the tool selected by Soltim to handle the complex and intense contract of Siemens Automotive.

**AT A GLANCE:**

Organization: Soltim

Location: Paris, France

Industry: Insurance

Challenge: Ease to use solution that provides complete visibility of all customer activity

Solution: Neocase Customer Service Suite

Results: Improved customer tracking, productivity and the efficiency of its handling call flow management

For more information:

[www.neocasesoftware.com](http://www.neocasesoftware.com)

[www.soltim.com](http://www.soltim.com)



## The Solution: Neocase Customer Service

Soltim selected Neocase CS (Customer Service) and Neocase SF (Self Service) in an on-premise model. The company serves over 3,500 customers and receives 2,000+ calls per month. Gradual integration of the Neocase solution enabled Soltim to enhance its customer service experience with small adjustments, while still being able to expand its presence in the marketplace. By taking advantage of new technologies such as Neocase, Soltim was able to improve its performance and customer relations.

To improve communication and quality of customer service, Soltim customers work directly with the Soltim Hot Line via the Neocase Self Service Portal (Neocase SF). Here, each customer has direct access to the following functionalities:

- Machine and technical help requests
- Work orders
- Case updates
- Current case and case history access
- Case activities and statistical reports

## The Result: Streamlined Collaboration and Superior Support

Neocase Software has enabled Soltim to improve customer tracking, productivity and overall efficiency of its customer support operations:

- Improved call flow management, multi-channel integration
- Improved productivity, capitalizing on technical and customer knowledge
- Quality map implementation and ISO 9001 certification
- Better communication and cooperation between customers and customer service agents
- Real-time reporting for agents and customers

Neocase Software is easy to use and provides complete visibility within each customer's case activity and history.

**The Bottom Line:** Better customer satisfaction.

Given the success of the Neocase solution (Customer Service and Self Service), Soltim plans to deploy other Neocase Software projects in the near future:

- Use Neocase Software Self Service to access special Soltim control panels
- Deploy a Knowledge Base with Self Service access for customers

***“The Neocase product and its modules are designed to deliver reliable service.”***

*Pierre Darphin, Soltim*

## History of Firsts

### **1996 (15 personnel | 4 teams)**

- Deployed Hot Line for the production department
- Service response audit trail (facilities management activity)
- Monthly hard-copy activity report for all customers
- Customer Support: 8:00am to 6:00pm

### **1999 (70 personnel | 20 teams)**

- Deployed Hot Line
- Extended coverage: 7:00am to 7:00pm

### **Present Day (200 personnel | 40 teams)**

- Request management process is AFAQ certified
- Service responses of all SOLTIM departments are audited and indicators are monitored at the enterprise level (management control panel)
- All service calls are closed by e-mail and notification is sent to the customer
- Turn-around times have been largely reduced
- Number of incoming phone calls and faxes reduced by deflection to self service and e-mail
- Subscription module allows customer contract tracking
- Activity report and special on-line control panels configured for self service