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Kevin McGee, Client Relations Manager, XRT



The Challenge: Deliver Top-notch, Cost-effective Customer Support

For more than 20 years, XRT has been providing IT solutions and services to medium and large-sized organizations in the financial sector. XRT solutions streamline cash, collection, liquidity, risks and payments-management processes through an integrated suite of applications and a common platform for multi-bank and multi-third-party communications. Used by more than 7,000 companies in 55 countries, the company's *Financial Value Chain* solutions integrate with leading enterprise resource planning (ERP) systems and industry protocols to enable end-to-end, straight-through processing, online banking, and electronic payments around the globe.

XRT is committed to providing **100 percent** customer satisfaction—aggressive goals given the company's global reach. In order to handle customer cases more effectively without increasing its support staff, XRT demanded a powerful, Web-enabled support tool.

In 2003, XRT began searching for a new customer operation management solution. The company had two key requirements: The solution had to allow the U.S.-based and European subsidiaries to work together in a real-time, cost-effective and seamless environment. Secondly, the solution had to enable the company to deliver top-notch customer service around the clock.

The Solution: Neocase Customer Service

Recognizing that superior customer service is vital in the financial services market, XRT selected Neocase Customer Service (CS) over competing solutions such as Salesforce.com.

“XRT chose Neocase over Salesforce.com because of its robust set of collaborative capabilities combined with an intuitive, user-friendly interface,” states Kevin McGee, Client Relations Manager with XRT.

With Neocase CS, agents have a tool that helps them to assess the nature of the problem more quickly, which leads to more effective response-management. Neocase CS guides them through simple troubleshooting tasks via an intuitive interface, which both minimizes the need for laborious end-user training and supports widespread user adoption.

Superior workflow tools within Neocase CS enable agents to escalate a case where appropriate by transferring to a higher level of support, XRT's specialized team.

AT A GLANCE:

Organization: XRT

Location: King of Prussia, Pennsylvania

Industry: Finance

Challenge: Deliver high-quality, cost-effective support at a low-maintenance price

Solution: Neocase Customer Service and Neocase Self Service

Results: Affordable, Web-based solution that supports superior customer service and streamlined collaboration across diverse teams and offices

For more information:

www.neocasesoftware.com

www.xrt.com

The Neocase solution also enables XRT to track all of its issues, saving time and money as the case moves up the service organization chain.

The powerful database retains in-depth customer case histories, which service agents can review for deeper insight. “Neocase provides all these great case-management features within an intuitive, easy-to-use environment,” adds McGee.

XRT has been running Neocase CS for more than two years. Management gives Neocase high marks for integrating with ERP packages such as SAP; enabling collaboration among its dispersed, worldwide offices; and linking customers, partners, and customer service representatives around the clock to deliver on 100% customer satisfaction.

The Result: Streamlined Collaboration and Superior Support

XRT found an affordable, easy-to-use, easy-to-deploy, and low-maintenance solution in Neocase CS. And because the solution is Web-based, agents can access the tool anytime, anywhere.

Also crucial to a global company such as XRT, is Neocase’s ability to facilitate collaboration across multiple parties, divisions, and offices—regardless of location and time zone.

“Thanks to Neocase, our U.S. Customer Support center can transfer requests to our European support centers seamlessly, without ever having to re-key data,” comments McGee. “The Web-based application allows our teams in the U.S. and Europe to access the same, centralized, Web-based system, so we can more efficiently manage customer information.”

Neocase also delivers quality of service assurance through business intelligence reporting tools, ensuring that each of XRT’s clients receive the same high level of service they expect and deserve.