Case Study – Financial Sector

"Great service - when we do pick up the phone, we get straight through to Badger HelpLINE"

Client Name	A world wide private Insurance Information Agency
Type of business	This company is a worldwide insurance information agency, which publishes books, directories, CD-ROM products and Internet-based services pertaining to the insurance and banking industries.
The business challenge they faced	The company has two help-desks, one supporting their internal users (technical issues with their PCs) and the other supporting external customers (issues with their insurance software). They have up to 500 of each type of user and get up to 50 incidents of each type a day. They need to track both types of issues and if they cannot be resolved at the help-desk, they need to be assigned to the appropriate technical analysts, who then need to be notified immediately.
The HelpLINE solution	HelpLINE is able to process both internal and external issues – this is actually done in two separate HelpLINE databases, because there is no overlap between the internal and external customer-bases and their issues. Managers make good use of HelpLINE's reporting facilities. Only limited training is required (for both the support team and management) because HelpLINE is easy to use and understand.
Primary HelpLINE functionality utilised	- Incident management - Multiple databases - Notification - Reporting
Key benefits	- HelpLINE helps us to manage our customer knowledgebase effectively, so that our technical analysts can more effectively help our customers on a daily basis, giving them a better service and reducing the time it takes resolve issues. - Using the supplied reports, management periodically reviews the type and number of incidents, to measure areas and issues that can be improved upon. - Support personnel are able to access HelpLINE's web interface from any workstation.
Comments	HelpLINE works well for us, and its flexibility is important in allowing us to support the two types of user. In fact we have recently been able to add a third database for our London office. The product support levels are above what we get from other suppliers - we are real happy with the support we get from BadgerNT. They were particularly helpful in getting our HelpLINE software updated recently. We like being able to log a product support incident on-line and get an email back immediately – we don't have to pick up the phone right away. But when we do pick up the phone, we get straight through to HelpLINE Technical Support."