



## Round the clock support for a retail chain's support operations center increase their customer satisfaction

### In Brief

#### Industry

IT Services

#### Geography

USA

#### Challenges

- ▶ Maintain high availability
- ▶ Increase customer satisfaction

#### Solution

CSS provided round the clock technical support by remote accessing the client's customers computers over a high-speed Internet connection to diagnose.

#### Benefits

- ▶ Ensured high-availability by providing 24X7 customer support
- ▶ Near to 100% resolution rate
- ▶ Saved time and cost significantly

### The Client

The client offers in-home, in-store and online services for computer repair, installation and support, and home theater product installation nationwide across 600 store locations. The client allows certified technicians to access consumers' computers over a high-speed internet connection to view, configure, demonstrate and repair computers and other technology products. Their services cover all windows-compatible computers and computer accessories to give consumers full tech support. The range of client's services now offered through their website include both setup and training for PCs, wireless networks, MP3 players, digital cameras and more.

### Challenges

As the client offers 24/7 online support to their customers, it is necessary that they should maintain high availability of support technicians throughout to avoid long queues and thereby increase customer satisfaction. To maintain high availability at reduced costs the client decided to outsource to an expert who would be able to develop a centralized portal which can be accessed by both (client and partner) and can provide round the clock support.

### Solution:

CSS provided round the clock technical support by remote accessing the client's customers computers over a high-speed Internet connection to diagnose / install / configure / repair as required.

### Knowledge Transfer

CSS ramped up a team of 20 members internally. Knowledge Transfer was done by the CSS training team as well as the client. The CSS training team developed a customized curriculum and completed the training, based on the PC services offered by the client. The client trained the team on the usage of their CRM tool via teleconference.

### Integrated web portal

The CSS IT remote support team successfully completed a systems integration test. The client was impressed with the advanced support options recommended by the team. As per the client's requirements, the Consumer Technology Support Application Development Team developed an integrated web portal that serve as a single window for both CSS and client's technicians & management teams. The team delivered an impressive beta version under stringent timelines and hosted it in a dedicated server in the U.S.

The integrated web portal serves as a single window for,

- ▶ The client's Technicians
- ▶ CSS Remote Support Technicians
- ▶ Management Teams of the client and CSS

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24/7 support to the customer-base

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## Summary

As a leading provider of online services, the client wanted to provide 24X7 support services to their customers and increase customer satisfaction.

CSS provided 24/7 online support to their customers by remote accessing the client's customers computers over a high-speed Internet connection to diagnose / install / configure / repair as required.

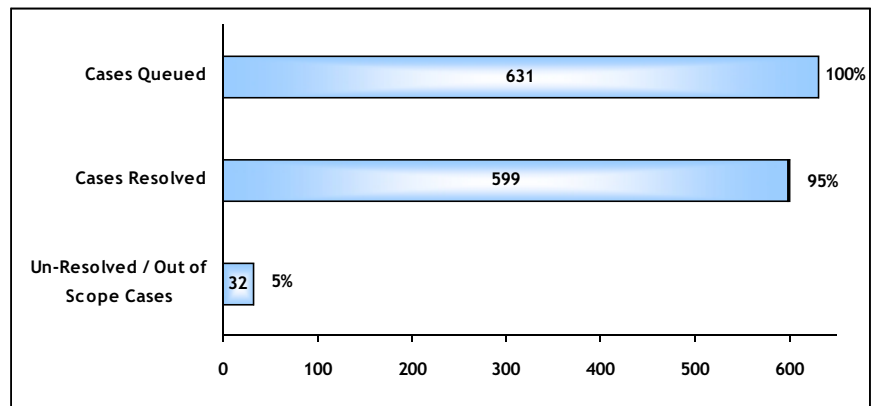
As a result, there was high service availability to the entire customer-base and achieved high resolution rates which eventually increased customer satisfaction.

The various options available in the portal are,

- Remote Support Initiation
- Chat
- Suggestion Box
- Real Time & Historical Statistics & Reporting

## Technical Support

The CSS support engineers provided technical support by remote accessing the client's customers computers over a high-speed Internet connection to diagnose / install / configure / repair as required by logging on to the integrated web portal. 96% of the cases were solved on a monthly basis. The table below provides the metrics of the technical support.



## Benefits:

CSS has played and continues to play, a fundamental role in developing and maintaining the client's customer-base by providing top-of-the line technical support. CSS increased the customer satisfaction by providing round the clock support, by maintaining near to 100% high resolution rates and by following the client's SLA's strictly. CSS saved costs and time significantly by ramping up the support team internally.

## About CSS

CSS is a global technology solutions provider for enterprises, consumers & technology vendors. CSS follows support-centric model for all its services to help clients align their IT to business objectives. CSS manages four centers of excellence that create solutions for specific industry needs through a combination of its strategic assets - people, process and technology. CSS manages technology, infrastructure, applications and also provides 24x7 support for many of the Fortune 2000 companies. Headquartered in San Jose, CA, CSS is backed by leading financial institutions like SAIF partners, Goldman Sachs and Sierra Ventures.

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