HCL

REDEFINING CUSTOMER SUPPORT THROUGH SIGNIFICANT INCIDENT REDUCTION

HCL IMPROVES CUSTOMER EXPERIENCE USING A FLEXIBLE STAFFING MODEL AND ENHANCED FUNCTIONALITY

THE CUSTOMER

An international publishing company with offices in 41 countries worldwide and operations in more than 30 others. HCL has been engaged with the customer for over a year, deploying 50+ resources.

BUSINESS CHALLENGES

- Frequent ramp up/down due to seasonal volume of business
- Absence of an informative messaging system
- Complex ticketing system and reporting

HCL SOLUTION

Over the course of the engagement, HCL has carried out the following tasks:

- **Hired temporary staff** to facilitate easy ramp up/down
- **Increased IR messaging and functionality** to improve customer experience
- **Established a walkthrough of reporting process;** enabled process changes to improve reporting
- **Technical support:**
  - Customer technical support for all products on telephone, and 24x7 email and chat channels
  - Resolution of customer problems in system configuration and setup, browser and application compatibility, and online product functionality
  - Technical query information, research, and appropriate escalation and forwarding
  - Troubleshooting and customer assistance for accurate and timely response

BUSINESS BENEFITS

The HCL team handled **5000 to 7000 incidents a month**. Improvements actioned by analysis of data:

- Reduction of incident volume

- Reduction of escalation% to Level 3 group

- Better language resources available for the clients

- Improvements in CSAT scores

Please write to contact.bserv@hcl.com to know more

Hello there! I am an Ideapreneur. I believe that sustainable business outcomes are driven by relationships nurtured through values like trust, transparency and flexibility. I respect the contract, but believe in going beyond through collaboration, applied innovation and new generation partnership models that put your interest above everything else. Right now 110,000 Ideapreneurs are in a Relationship Beyond the Contract™ with 500 customers in 31 countries. **How can I help you?**

Relationship
BEYOND THE CONTRACT

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