



ABOUT THE CLIENT

A leading digital marketing and CRM solutions company.

CLIENT CHALLENGE

Even though our client strictly followed User Acceptance Testing (UAT) in software development, they struggled to effectively and efficiently manage the high volume of support requests that followed every new software release or patch upgrade. They were looking for a partner who could support their volume problem while also help them address and improve Customer Experience KPIs.

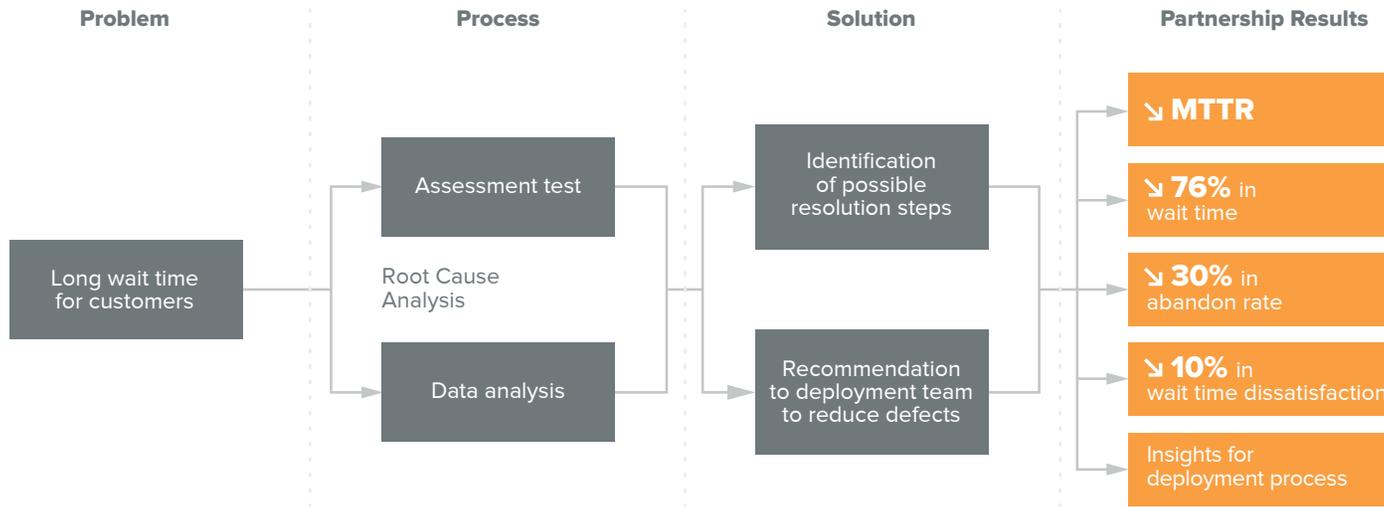
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Our analytics experts developed a repository of possible resolution steps that could be provided to customers given their issues.

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THE SUTHERLAND TRANSFORMATION

To identify root cause of customers having to face long wait time, Sutherland performed a thorough assessment test and analyzed the collected data. Our analytics experts developed a repository of possible resolution steps that could be provided to customers given their issues. This led to drastic reduction of Mean Time to Repair (MTTR) in similar cases. Moreover, our solutions team provided recommendations that further streamlined the deployment process and ensured reduction in volume spike after new releases.



Tech Support
Customer Experience

For more information on how we can help you transform your processes, visit us at www.sutherlandglobal.com, email us at sales@sutherlandglobal.com, or call 1-800-388-4557 ext. 6123.

As a process transformation company, Sutherland rethinks and rebuilds processes for the digital age by combining the speed and insight of design thinking with the scale and accuracy of data analytics. We have been helping customers across industries from financial services to healthcare, achieve greater agility through transformed and automated customer experiences for over 30 years. Headquartered in Rochester, N.Y., Sutherland employs thousands of professionals spanning 20 countries around the world.