

CASE STUDY



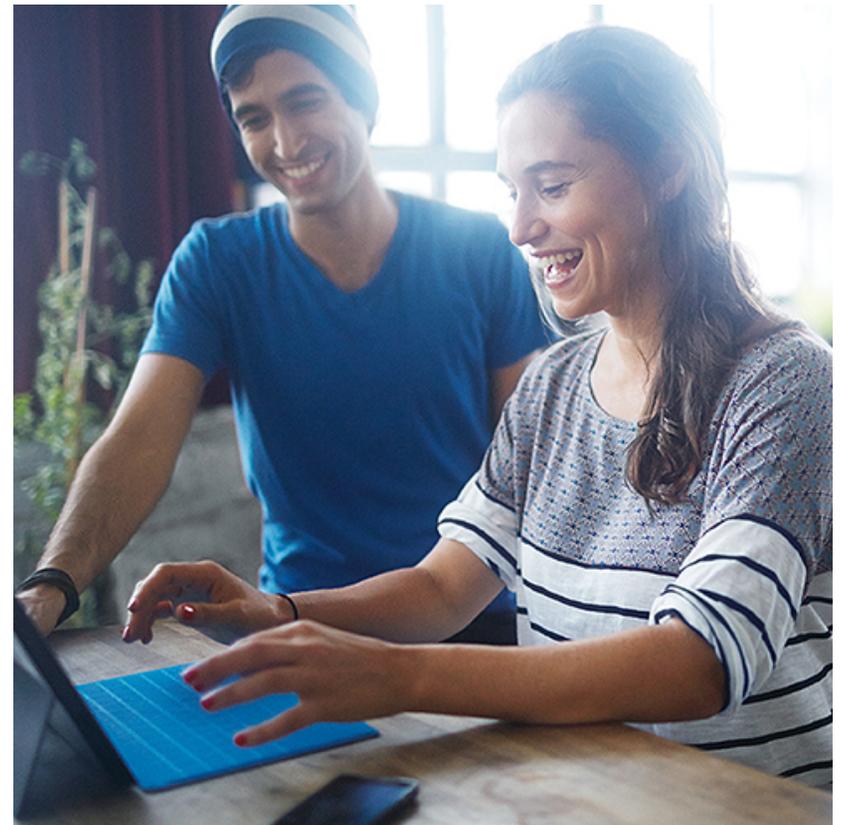
This outcome-based partnership model delivered new levels of service for improved customer success, generated new revenue streams, and put customers in the driver's seat to select the method(s) of service that best suited their needs at any time. 

About the Client

A Leading SaaS Security Provider.

Client Challenge

Our client was experiencing a changing customer environment with multiple devices, platforms, and IoT creating complexity and requiring more comprehensive support. They were also faced with increasing product development and operations costs, which created pressure to reduce standard warranty service support. Additionally, growing competition and consumer expectations drove the need to deliver the best quality products and service for market differentiation and customer loyalty.



The Sutherland Transformation

To create a new approach to service, we proposed a solution set that provided pre-emptive, self, automated and extended support, which delivered new levels of service, customer choice, and a superior and sustainable customer experience. Leveraging the new environment allowed technicians to focus on solving more complex customer issues through remote and visual support, reducing the time to resolution and improving the support experience. Management of the end-to-end customer lifecycle was assisted with our analytics-driven platform, revealing opportunities for demand generation, conversion, service, retention and growth.

Partnership Results

Technical Issues Resolved by Automation

55%

Using a 100% Automated process

Call Volume Reduction

30%

Through self-service portal usage

Average Handle Time Reduction

60%

Implementing Remote and Visual Support tools

CSAT / Overall Issue Resolution

10% / 90%

Customer satisfaction improved with service options, faster resolution

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.

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