

Solution for a Power Generation Company

Client

Headquartered in Taiwan, our client is the world's largest provider of switching power supplies and brushless fans. The company operates in seven product areas namely: power management, renewable energy, components, networking, industrial automation, automotive electronics, and display solutions. Our client runs installations services all over India for major telecom service providers and cellular tower companies. They provide first level and advanced tech support for customers of these companies.

Solution

Intellicom staffed and scaled existing operations at the client's site to handle 24x7 support.

First level tech support was transitioned from the outsourced supplier as-is and further improved over the course of the next year.

We developed and deployed a CRM application for use with internal and external customers. Hosted on Intellicom's cloud network, this application fully integrates with the client's SAP ERP and is used by Intellicom's internal staff, the client's internal staff, and field engineers who access the application on a mobile browser.

Challenge

First level tech support was outsourced and escalations, requiring specialised expertise, are managed by the client's engineering team.

The client needed a comprehensive call centre solution for round-the-clock complaint management, dispatch, and resolutions/escalations reporting. In addition, the client required a CRM available to field engineers and one that integrates with the client's SAP.

Impact

- Intellicom has successfully serviced over 500,000 calls for the client over the last 18 months.
 - Our operations team has reduced a call's average handle time (AHT) by 33.8%.
 - We have improved service levels by 19%.
 - Intellicom recently scaled operations to provide the same high-quality support services to the client's most recent acquisition.
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