



Case Study

Multi-channel technical support for global leader in malware prevention solutions

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The Client

The client is a global leader in malware prevention solutions, protecting critical data, intellectual property, and resources against targeted malware attacks. The company's solutions save enterprises, institutions and governments money losses every year.

The Challenge

The client works with enterprises, service providers, law enforcement agencies, and research institutions. It provides solutions that deliver pre-emptive and proactive defenses against malicious attacks on IT resources. The client's technical support functions are extremely critical element of the solution experience and the company needed to establish a structure that complemented its products and its growing customer needs. Hence the client wanted a support partner who could provide multi-channel technical support based on the client's support infrastructure.

iOPEX Solution

iOPEX conducted an extensive investigation exercise which included understanding and analyzing the existing processes and coming up with a solution that was appropriate for supporting the client's business requirements.

Some of the services that we provided as part of this engagement were:

- Launched technical support services in 60 days which includes training and certification.

- Deployed highly skilled technical personnel to oversee the COE out of Bangalore, India location.
- Implemented 24x7 COE with escalation management capabilities which includes resolution of TIER 2 & TIER 3 cases. This included proactive services with dedicated account management and technical resources that helped client's customers realize the business benefits faster. The iOPEX support specialist agents resolved technical issues faster before they evolved into bigger problems; which resulted in minimized downtime.
- The technical support specialist agents continuously troubleshot the client's support software and solved various connectivity issues. Quality Assurance (QA) of the new firmware during beta testing phase was done by the Technical Assistance Centre (TAC) experts as a value addition.
- Provided technical support through voice, web, email, chat and remote control ensuring high degree of multi-channel support.
- Built knowledge bases and revised SOPs to improve CSAT and turnaround time.
- Developed a solution with simple, automated, repeatable processes for a smoother transition to end users.
- Conducted monthly knowledge transfer sessions to discuss methods for maintaining benchmarks for quality, call handling, CSAT, etc.

Engagement Outcome

Some highlights of the engagement are:

- 55% cost reduction.
- 24/7 uninterrupted coverage with 360-degree visibility on the projects through dynamic dashboards ensuring zero downtime.
- Improved quality of support.
- Tightly integrated with QA/SE organization, converting evaluation customers into fully paid customers.



About iOPEX

iOPEX, is an intelligent automation and services company that drives digital transformation in user acquisition, service fulfillment, customer service and back-end operations. iOPEX was founded in 2009 and is headquartered in San Jose, US. Today we have over 1,600 employees servicing customers across the globe including Fortune 100 and some of the most world's most innovative companies.

iOPEX Technologies Inc.

1245 S. Winchester Blvd, Suite 309, San Jose, CA. 95128

Email: solutions@iopex.com | **Phone:** +1-408-747-1788 | **Website:** www.iopex.com