iOPEX



Cybersecurity and Security SaaS

United States

Fortune 500 Cybersecurity Company Saves 55% in Support Costs and Converts More Trials With an Expert TAC

A US-headquartered global cybersecurity company protecting enterprises, service providers, law enforcement agencies and research institutions against targeted malware sought to expand expert support for its firewall and cloud security portfolio. Its platform spans advanced firewalls and cloud-delivered security, used daily by the security, system and network administrators who keep those institutions running. As its customer base grew, the company set out to give these expert users round-the-clock Tier 2 and Tier 3 support at a lower cost to serve.

Highlights

- A fast-growing base of highly technical users required expert Tier 2 and Tier 3 support on every channel, around the clock. The mandate was to build a cost-effective operation that could resolve complex technical issues, support a growing customer base, and help turn product evaluations into purchases.
- iOPEX launched a 24x7 TAC of certified engineers with structured escalation management, beta firmware QA and direct links to the client's QA and sales engineering teams
- The client lowered technical support cost by 55%, held zero downtime and converted more evaluation customers into paying accounts.

Business Challenge

For a security vendor, technical support is part of the product. An administrator facing a failed policy or a connectivity fault judges the platform by how quickly an engineer finds the root cause, at any hour. Support quality shapes renewals and, during evaluations, the purchase decision itself. With its customer base expanding, the client wanted a support model built to scale with it.

That model had to meet three requirements that usually pull against each other.

Engineering depth

Tier 2 and Tier 3 cases called for investigation, troubleshooting, and root cause analysis by engineers certified on the client's products.

Continuous coverage

Global customers expected 24x7 support across voice, web, email, chat and remote sessions, with consistent quality in every region.

Lower cost with commercial impact

Support had to run at a lower cost to serve, on the client's existing support infrastructure, while helping evaluation customers reach a purchase decision.

Specialist engineers are expensive to staff around the clock, and cost programs often trade away resolution quality. The client needed a partner that could hold all three requirements at once and earn the trust of a demanding technical audience.

iOPEX Solution

iOPEX designed, launched, and operated the client's technical support under an **Implement and Operate model**. A detailed study of existing case flows came first. Within 45 days, a **24x7 TAC** was live, with every engineer trained and certified on the client's products before taking a case.

From study to live operation in 45 days

1

Assess

iOPEX mapped case flows, channels, and escalation paths, then designed a model to run on the client's own support infrastructure.

2

Certify and launch

Engineers were trained and certified on the client's products before go-live, with revised SOPs and a new knowledge base in place from day one.

3

Operate with full visibility

The TAC ran 24x7, scaled on demand, and gave the client dynamic dashboards with full visibility across the operation.

Inside the TAC: four teams behind every case

- **Resolution engineers-** Highly skilled technical engineers investigate, troubleshoot, and resolve Tier 2 and Tier 3 cases, closing root causes before they grow into outages.
- **Escalation management-** A dedicated layer routes complex cases to the right expertise fast and keeps the customer informed until closure.
- **Account management-** Named account leads and technical resources work proactively with the client's customers, helping them realize value from the platform sooner.
- **Knowledge and quality-** Living knowledge bases, revised SOPs and monthly knowledge-transfer sessions hold benchmarks for quality, call handling and CSAT.

Where support meets product and revenue

The TAC operated as an extension of the client's engineering and sales teams. TAC experts run quality assurance on new firmware during beta, so issues surface before release. The team also works directly with QA and sales engineering during customer evaluations, resolving technical blockers that would otherwise delay a purchase decision.

Every channel the customer chooses

Support runs across voice, web, email, chat, and remote control sessions, giving administrators the channel that fits the urgency of the issue.

The Result

The client gained a deeper, always-on support operation at a little under half its previous cost.

55% lower technical support cost

Industry surveys place average outsourcing savings at 15 to 30% across functions. The client exceeded that range on specialist Tier 2 and Tier 3 work, where savings are hardest to achieve without eroding quality.

Zero downtime, 24x7

Round-the-clock coverage scaled on demand, and dynamic dashboards gave the client full visibility across every case.

45 days to full operation

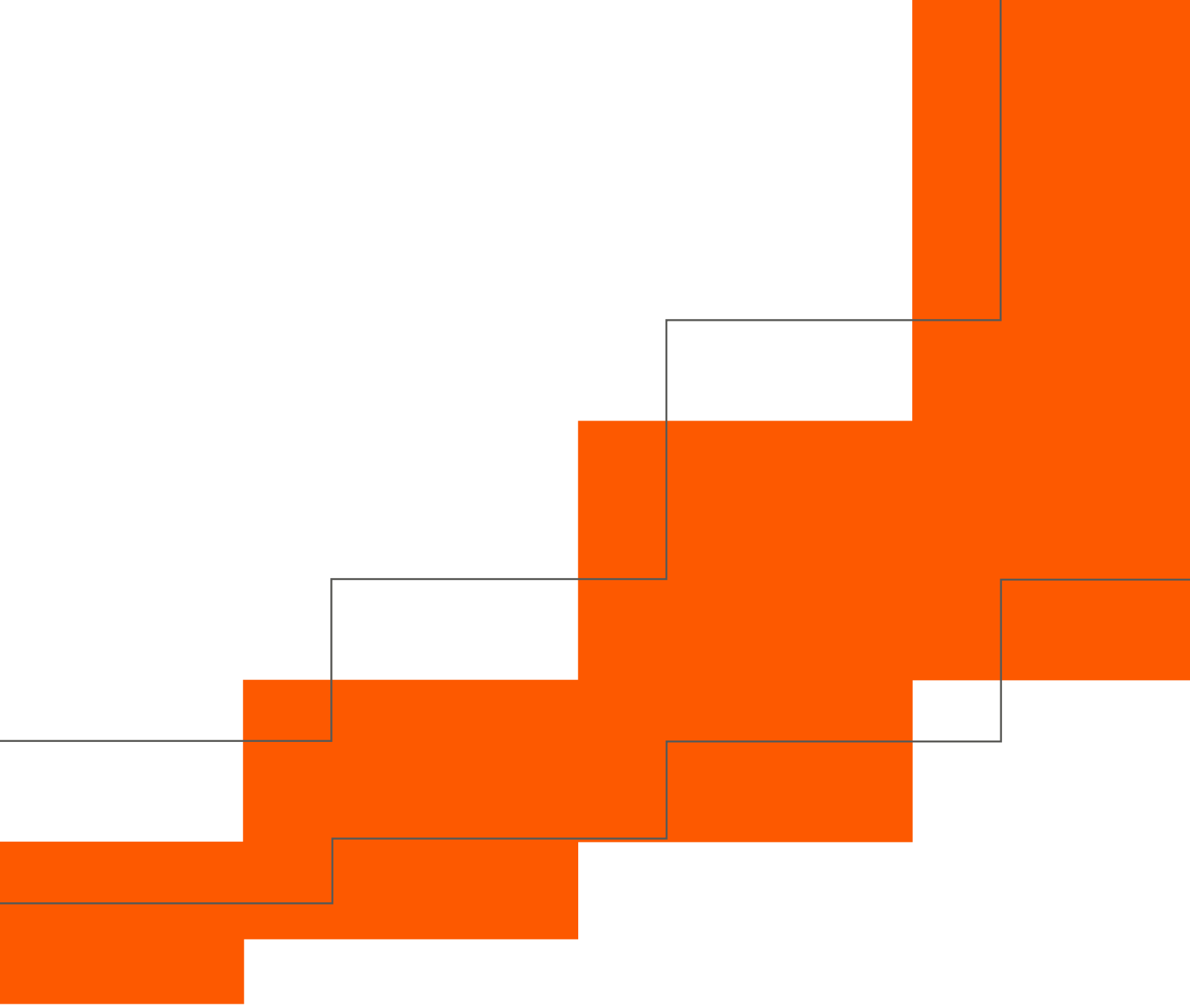
The center went live with trained and certified engineers in six and a half weeks.

Higher support quality

New knowledge bases, revised SOPs, and monthly quality reviews improved resolution quality and turnaround time.

More evaluations converted to revenue

Close work with QA and sales engineering helped more evaluation customers become fully paid accounts. Technical support became a cost the client could scale with confidence and a contributor to new revenue.



About iOPEX

iOPEX Technologies is a new-generation agentic AI and automation-led enterprise transformation partner headquartered in San Jose, California. At the intersection of enterprise operations, agentic AI, and intelligent automation, we deliver Intelligence as a Service. Over 70 global brands trust iOPEX as a strategic partner to turn AI into results that scale. We help clients accelerate enterprise transformation without endless consulting cycles by embedding intelligence directly into workflows. Contact us at www.iopex.com.

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