



Success Story

Software R&D
After Sales Support

“With NTRsupport we can resolve 100% of our clients’ incidents”



Over the past four years, thanks to NTRsupport, A3 Software has radically improved the efficiency and speed of their post sales service, which has in turn immensely increased client satisfaction, allowing them to realise their corporate strategy for excellence.

Company: A3 Software

Prior to the implementation of NTRsupport

Company: A3 Software

- A3 Software offers software for professional offices and human resource departments
- Market: Spain
- Number of clients in Spain in 2005: 11,000
- Employees : 200
- Employees in Support Department: 100

A3 Software is a company that exclusively develops software for professional offices and human resource departments. Founded in 1980, A3 Software has experienced continuous growth and today has more than 11,000 clients and 28,000 service and maintenance applications.

A3 forms part of the network of the prestigious Dutch multinational Wolters Kluwer, a firm that offers legal information services to professionals worldwide. Wolters Kluwer has offices in more than 25 countries within Europe, North America, Australia and Asia and more than 19,000 employees.

Since its inauguration, A3 Software has been recognised for the quality of its applications and services. The solutions offered by A3 are continually subject to legal changes, and it is therefore necessary to regularly contact their clients to ensure the efficiency of its service.

A3 applications are intuitive tools, easy to manage and self-installing. By and large, the client implements the program itself due to the simplicity of the process. Therefore, it is not necessary to send employees to the client's office.

A3 software Support Department has 100 specialist agents who attend the consultations of the clients in regards to

managing the applications. Clients with a higher volume or more complex systems are attended by technical operator specialists that are able to deliver them a more personalised service adapted to their specific needs.

A3 receives an average of 1,200 phone calls daily. This large volume of consultations presented a challenge to the company and they were compelled to find a technological solution which would allow them to realize their strategy for excellence.

Situation

- An average of 1,200 phone calls are received daily
- The majority of phone calls received were complex and long
- Customer service costs were high

After the implementation of NTRsupport

At the beginning of 2003, A3 Software made the decision to implement NTRsupport into their Support Department. Technical Director, Jose Luis Rivas briefly describes the most important benefits gained by the use of this technology during these past four years:

NTRsupport integration with the CRM of A3 Software:

"We have completely integrated NTRsupport with our CRM system so that our NTRsupport sessions are registered and we can track the resolution of our clients' problems"

Security level excellence:

"We are confident in the high security of NTRsupport. This factor is very important to our clients and contributes to the quality of the service we provide."

Ability to immediately respond to client incidents:

"With NTRsupport we can resolve 100% of our clients' incidents"

NTR R&D department always responds rapidly to the needs of A3 Software:

"The technical team of NTR has always been open to our suggestions and they have always answered quickly to our needs"

Efficiency increment in the Support Department:

"Thanks to NTRsupport, our operators can now solve the clients' doubts and problems with more agility and speed, which of course increases the efficiency of our support department substantially"

Increased client satisfaction:

"Since the implementation of NTRsupport with our post sales service department, our clients feel more guided as they follow

the instructions given by the technical personnel of our support department. The communication between our clients and our operators is perfect"

After more than four years of experience with NTRsupport, the satisfaction of A3 Software has been more than considerable. Since the solution was successfully implemented, support department costs have fallen significantly, the average number of phone calls has diminished and problem resolution optimized, all thanks to this remote control solution.

At the same time, both client and operator satisfaction have increased. Furthermore, NTRsupport has contributed to achieving their corporate strategy for excellence.

Benefits

- Between 40 and 50 remote control sessions are performed daily
- NTRsupport reduces support service costs
- It is not necessary to configure ports and operates through NAT and firewalls
- NTRsupport sessions are completely encrypted
- Substantial increase in client satisfaction
- Integration of NTRsupport in the CRM