

versaSRS HelpDesk | quality of service

Case Study – IVR Technologies

"versaSRS has allowed us to easily and centrally manage and track support issues as well as calculate and manage metrics (average time to resolve, agent performance, issues per product, issues by category, issues by customer) on a daily, weekly and monthly basis."

Randall O. Walrond, President, IVR Technologies

Case Study – IVR Technologies

Organization:

IVR Technologies

Where Solution Used:

USA

URL:

www.ivr.com

Industry:

Education

Key VersaDev Product Used:

versaSRS HelpDesk

Key Technologies Used:

MS .Net Framework 2.0
ASP .Net
MS SQL Server 2005
MS Exchange 2003
MS .Net Windows Services
Active Directory
Web Services

versaSRS HelpDesk

BACKGROUND

IVR Technologies is a leading software development company in the SIP space for Voice over IP enhanced services and real-time billing solutions.

INTERVIEW

Randall O. Walrond, President, IVR Technologies

DATE

8/4/2011

Case Study – IVR Technologies

Please describe the business using versaSRS HelpDesk.

IVR Technologies is a leading software development company providing Voice over IP enhanced services and real-time billing solutions to next-generation telecommunication carriers and service providers.

What were the issues faced by the business unit prior to implementation of versaSRS?

Most of our technical support requests were coming in via e-mail and we had no way to centrally manage, prioritize, delegate, escalate and/or manage those issues.

What products had you reviewed prior to using versaSRS HelpDesk?

Parature Contact, Helpdesk.com

What were the deciding factors in choosing versaSRS HelpDesk?

Good e-mail handling, customizable, built on the Microsoft SQL Server database, rich and intuitive web interface that had web access but a desktop application look, feel and responsiveness.

Was versaSRS HelpDesk easy to implement?

Yes.

How many technicians currently use versaSRS HelpDesk?

4 technicians in total.

Did you know what versaSRS HelpDesk was capable of?

The online demo provided us with a very good idea.

We only realized the VersaCAT add-on once we deployed VersaSRS but were very happy with how easy it was to deploy, extend, and enhance.

Was any formal training required?

No formal training was required.

In what ways is the business using versaSRS HelpDesk?

It is the central way in which telephone and e-mail support issues are logged, tracked and managed.

In addition VersaCAT is the central portal from which our customers manage issues, search our KB and receive software updates.

What is the biggest impact versaSRS has made on your business?

versaSRS has allowed us to easily and centrally manage and track support issues as well as calculate and manage metrics (average time to resolve, agent performance, issues per product, issues by category, issues by customer) on a daily, weekly and monthly basis.

These metrics are continually being tracked and monitored to allow us to gauge our performance from a department, product and corporate perspective and adjust our operational and development processes accordingly.

How do you think versaSRS HelpDesk may have contributed to your customer's satisfaction or business delivery?

We have an extremely high customer satisfaction rate and response time and this is due in part to our ability to log, track and manage support issues via VersaSRS Helpdesk.

Many of our customers have deployed VersaSRS Helpdesk after experiencing firsthand how professional and efficient the product is with managing support issues.

Case Study – IVR Technologies

About VersaDev

VersaDev is an innovative software company specializing in enterprise-wide mission-critical Microsoft .NET applications for small to large-sized businesses worldwide.

Our flagship product, versaSRS HelpDesk is HelpDesk/Service Desk software that is built on cutting-edge Microsoft .NET, XML, and Web services technologies.

versaSRS HelpDesk enables organisations to quickly and effectively deploy comprehensive Service, Incident, Configuration and Service Level Management processes with a minimum investment in infrastructure.

In addition, versaSRS HelpDesk enables businesses to leverage off their existing investments in technologies such as Microsoft's Windows, Internet Information Server and SQL.

VersaDev also provide custom software development for global enterprise clients with specific business needs in the areas of business process improvement, workflow and automation processes.

VersaDev's customers range from small to large companies in manufacturing, computing services, agriculture, retail, health, government agencies, universities and professional firms of all kinds.

**VersaDev Pty Ltd
134 Gilbert Street
Adelaide SA 5000
Australia**

**t:: +61.8.8463.1914
f:: +61.8.8212.8447
e:: sales@versadev.com
w:: www.versaSRSHelpDesk.com**