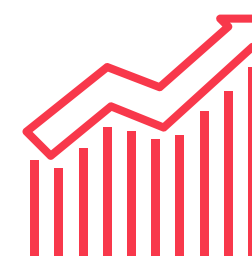




Data and visibility from reports can now support requests



One-click customer feedback has improved efficiency and productivity



Integrations have allowed improved time-tracking for accurate billing



Customer

Osiris Technologies

Industry

MSP

Tickets

1,100+ per month

Customer Since

2018

Requirements:

- A fast system able to keep up with demand
- In-depth reporting functionality for internal and external use
- Dashboards to bring visibility to teams
- Improved customer service, incorporating features such as one-click feedback
- Integration with current tools e.g. Go Integrator

Solution:

Reporting & Dashboards

Real-time product dashboards and detailed reporting has enabled a complete turnaround for the team. The reports have given Osiris Technologies increased visibility internally and externally, meaning they now have data to back up their requests.

Customer Service

Customer feedback was limited for Osiris Technologies. Prior to HaloPSA unless someone emailed the company directly, there was no way of tracking customer satisfaction. Such a system inevitably led to a bias towards negative comments that made it difficult to take an objective view of performance.

HaloPSA introduced one-click feedback, where a feedback button is added to every ticket. Weekly feedback reports are sent to the teams from which decisions and improvements can be made.

Since implementation, Osiris Technologies have received 1149 pieces of feedback. 1118 of these have been 'good' or 'awesome' and only 21 have been 'bad'. This customer satisfaction tracking has provided significant gains in efficiency and increased productivity by allowing the application of standardised processes in response to each feedback category.

Integrations

Integrations were non-existent in previous solutions. Support teams were going from call to call without creating a ticket and inputting details. Without a centralised system for their tools, time was lost and details were missed. Whilst implementing HaloPSA, the team requested an integration with Go Integrator. With this integration, tickets now pop up during a call so information can be filled out quickly and accurately. This intuitive feature means time can be logged more efficiently, leading to more accurate billing.

HALOPSA