xerox improves support tracking and fault resolution times with email parser solution

Company Overview

Xerox Corporation is a $22 billion leading global enterprise for business process and document management. Through its broad portfolio of technology and services, Xerox provides the essential back-office support that clears the way for clients to focus on what they do best: their real business. Headquartered in Norwalk, Conn., Xerox provides leading-edge document technology, services, software and genuine Xerox supplies for graphic communication and office printing environments of any size. Through ACS, A Xerox Company, which Xerox acquired in February 2010, Xerox also offers extensive business process outsourcing and IT outsourcing services, including data processing, HR benefits management, finance support, and customer relationship management services for commercial and government organizations worldwide. The 130,000 people of Xerox serve clients in more than 160 countries. Xerox unwavering commitment to excellence, innovation and sustainability defines their future and ensures their success.

The Challenge

With clients that include global leaders like The Dow Chemical Company, Fiat Group, Ingersoll Rand, and Procter & Gamble it is essential that behind the scenes, that the product support division of Xerox manage and maintain the essential processes that these businesses count on to be successful.
Prior to the implementation of Email2DB the product support divisions standard support process was to issue a ticket for a support request this was then tracked by the support system. The support technician would provide each customer a course of action to follow (a checklist) for resolution of the problem. This process involved leaving the ticket open until the technician could make a follow-up call to confirm that the problem had been resolved. Whilst this method provided Xerox clients with good customer service, the practice of having technicians follow up on ticket status was not only time consuming but also had a significant impact on operating costs

The Solution

With a global customer base including clients such as Microsoft, Avaya, Carrefour, Ericsson and SAP Email2DB offered the proven software solution, expertise and support Xerox were seeking in a strategic partner to help further improve their support process.
Utilising Email2DB, Xerox re-engineered their support processes, each customer is now informed that following a support request, they will receive an email in 3 days to ask if the recommended course of action (checklist) resolved the problem. Email2DB automates this entire process not only does it send the initial email 3 days following the ticket being raised it also interrogates the email reply from the customer. An email reply containing 'YES' triggers the software to automatically write a text file containing a script, this in turn then runs a command-line program, which then opens a telnet session to the mainframe where the ticketing information is stored. The script interrogates the database within the mainframe to identify the specific ticket number and again automatically changes the status of the record to 'CLOSED'

If the customer replies to the email with 'NO' Email2DB updates the issue record and the agent continues the standard support procedures to resolve the problem.
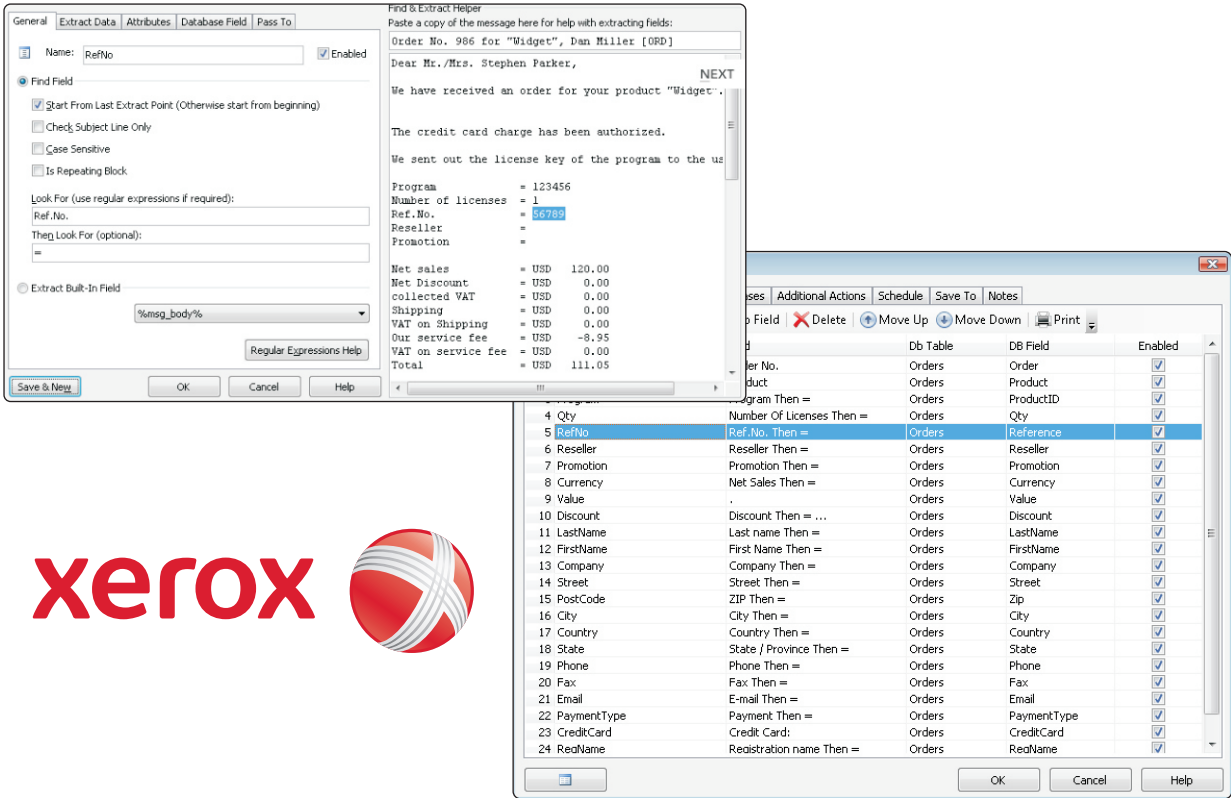
Client Feedback

"Prior to the implementation of Email2DB, in the course of offering support, our technicians spent a good amount of time following up on open tickets and manually updating support records in the support tracking system. We saw an opportunity to use Email2DB to drastically reduce the effort spent following up" says implementation engineer Rheal Dugas.

"The time savings so far in using Email2DB have been considerable and results in more resource availability, so that our agents can process more tickets more quickly. We will shortly roll the solution out to five more support departments."

"Another automation project is underway to handle requests by customers for an onsite technician, which is submitted via web-form. This simple project will collect those forms, create a new work order record in the purchase system, match the product serial number provided with the account information on file and send the request to a dispatch application which alerts mobile technicians.

"We're probably just scratching the surface of the potential efficiencies Email2DB can provide an enterprise of our size" says Dugas.