



Sophisticated Customer Support System Goes Live in 40 Consulting Hours

Business Overview

MVTS Technologies is a global, full-service provider of refurbished Automatic Test Equipment (ATE) to the semiconductor industry. MVTS extends the life of legacy ATE by providing access to “out of production” used equipment, spare parts, and services. With an extensive inventory, a wide range of products, and rich OEM relationships, MVTS provides users with a single source for legacy product support across multiple platforms.

Challenges

MVTS Technologies needed a support system for a newly acquired product line. They needed to deliver replacement parts and provide on-site service for customer-owned machines on three continents.

Handling on-site service requests is not an unusual requirement for a customer support system, but they also needed to manage RMA and parts orders. These processes aren't standard in most systems, so MVTS needed a solution they could customize to their needs.

“We had a tight timeline and a lot of pressure to get our customer support system up and running. Working with Agiloft, we met our deadline. And it was surprisingly painless.”

**– Steve Bradley,
Managing Director**

ability to assign tickets based on sophisticated logic and route incoming tickets to the proper office based on time zone and business hours. When necessary, the system should escalate tickets across regions to an open office. MVTS also wanted customers accessing the system to see their own specially-branded interfaces.

Six different types of contracts and SLAs determined the services available to each customer, so contract management was another vital element to the system.

System availability was also key because global customers and field engineers needed secure, web-based access at all times.

The assignment of tasks also needed to be global in nature. After receiving a customer request, the system should have the



Industry

- Automatic Test Equipment (ATE) and support for the semiconductor industry

Challenges

- Needed global support services in real time 24x7
- Needed to route service requests to appropriate global location based on time of day, type of request, and customer location, with global escalation
- Variety of support contract types required different response times and behavior from the system
- Needed to provide online part ordering capability, but limited to appropriate parts based on machines under contract
- Branded Web-based customer access

Agiloft Solution

- Web-based Customer Support 24/7
- Online RMA and Parts Ordering
- Support Contract Management
- Billable Time Management
- Hosted SaaS Platform

Benefits

- Consolidated Solution provides 360 degree view of customer information
- Low consulting and startup costs with SaaS solution and rapid, wizard-based customization
- Increased credibility through 24/7 global presence and rapid response
- Rapid ROI due to low cost and extensibility

Cost considerations were important to MVTS as well. The company wanted a hosted solution that could move in-house at some point in the future.

And finally, the system needed to be up and running quickly. To compound the pressure, MVTS was implementing another major system at the same time.

Agiloft Solution

Agiloft had the flexibility that MVTS required. MVTS used the platform to create a customer support system with functionality that fit their unique needs. Agiloft now manages their product support from end to end. It defines the support contracts and SLAs, manages support requests for both off-site and on-site labor, and provides an RMA and Parts ordering interface.

Agiloft also handles billing time to customers because engineers use the system to report their tasks and billable hours. The platform can also run time reports and email them to each customer along with an invoice.

Low Startup Cost

MVTS chose Agiloft's hosted SaaS solution, which gave them a high-availability, secure infrastructure with automated backups and a low cost of entry. Choosing such a solution meant that MVTS did not have to purchase or maintain hardware. As a result, their IT resources are now free for other tasks.

The new system also keeps consulting costs low. Thanks to Agiloft's intuitive interface and ease of customization, MVTS was able to do much of the configuration themselves, without sending anyone through Agiloft's onsite training.

Contract Management

Contract Management is the cornerstone of the new system. When a client submits a request, their contract determines their level of service. For part requests, the system determines if their contract includes part replacement. If so, the customer can choose the right part type and order the replacement.

The system then generates an RMA number, dated and coded to the customer's region. If the customer's contract doesn't include part replacement, the system routes the request to sales for followup, providing the company with new revenue opportunities.

Integration with Inventory System

MVTS easily integrated Agiloft with its existing inventory system. Users now see inventory information, including part images, within a part record in Agiloft. This integration was completed in a couple of hours.

"We had a great deal of confidence working with Agiloft. Our consultant was terrific. He immediately understood what we need and implemented our most complex processes almost as quickly as we could define them. His can-do attitude left us feeling we were in very good hands."

- Steve Bradley

"Follow the Sun" Response, SLA Fulfillment

Finally, Agiloft enables a regional 'push' process for 'follow the sun' response. Rules notify managers of special situations, such as response times going beyond contract limits. The system also e-mails customers to update them on any actions taken. This process ensures that MVTS meets its SLA's and contract terms.

40 Hours of Consulting Time

In all, this new system went from concept to live in just three months, with only 40 hours of consulting time. Everything within the initial scope of work was implemented on time and under budget. Agiloft's flexibility allowed MVTS to get exactly what they wanted, exactly when they needed it.

MTVS Case Study

Benefits

- **Rapid Implementation** – For MVTs, coming in on time was one of the most important factors in the success of implementing the new customer support system. The fact that Agiloft didn't require any coding to create a custom-fitting, unique solution made it more affordable than any other solution.
- **Consolidated Solution** – MVTs now has a 360 degree view of customer information. They see contract terms, support cases, service requests, parts orders, and RMAs all in one place. Within a single customer support case, users can ask a question or place a service or part request, all of which can be linked in any combination.
- **Reduced Response Time** – Since starting, MVTs has reduced average support response times by 60%.
- **Ease of Use** – MVTs staff found Agiloft so intuitive that their business managers were able to learn the software from scratch without any training. They also feel confident that they will be able to maintain and extend the new system as needed, with minimal advice and help from Agiloft's team.
- **Rapid ROI** – The Agiloft support implementation came in under budget for two key reasons. The first was the low consulting and startup costs of the SaaS solution. The second was wizard-based customization that let MVTs quickly make the changes they needed. As a result, MVTs has seen a positive return on its investment within six months of full implementation.
- **Robust** - Being able to handle a large number of transactions is critical to the success of the system. MVTs expects the new system to easily handle a volume of 7000-8000 transactions per year. Furthermore, nothing can fall through the cracks. The system records every request, and customers can't get service without going through the system.

- **Increased Credibility** – Having a web-based, global presence and rapid response are crucial to the success of MVTs' new business line. Agiloft implementation has helped ensure that success.

“We're glad we made the decision to go with Agiloft, as it has proven itself to be flexible enough to keep growing with our needs.”

– Steve Bradley

Conclusion

Every company has unique needs for their customer support system. Success requires a flexible system that can meet the full range of services related to providing superior support. With Agiloft, MVTs got all the functionality they wanted at the price and timeline that they needed.

About Agiloft, Inc.

Over 2.5 million users at organizations ranging from small enterprises to U.S Government agencies and Fortune 100 companies depend on Agiloft's top rated product suites for Contract Management, Service Desk, Custom Workflow, and more. Agiloft specializes in automating processes that are too complex for competing vendors. Our best practice templates and agile technology ensure rapid deployment and a fully extensible system. For more information, visit <https://www.agiloft.com>.

