

SPIS.NET

AUTOMATING ISP SERVICES ACHIEVES 100% ROI IN LESS THAN A MONTH

BUSINESS OVERVIEW

SPIS.NET is a regional Internet Service Provider (ISP), offering a range of internet connections, networking options, and consulting services. Customer tracking, ease of account creation, and problem tracking are key to success in SPIS.NET's industry, which is what set them on the hunt for CRM software.

CHALLENGES

SPIS.NET was drowning in paperwork and inefficient processes. They needed to automate their support and services operation and establish a one-step user creation process to eliminate the paperwork involved in each customer acquisition.

PAPER TRAIL

With SPIS.NET's old system, creating a new user account required several steps and multiple employees. Whoever took the phone call from the new customer had to complete a paper contract and fax it to the technical support department, who then had to reach out to the

customer and fax the contract over to the billing department.

With a time investment of less than one man week and a cost of under \$8,000, the system was fully deployed and integrated with existing backend systems.

ORGANIZATION

SPIS.NET also lacked easy access to a full list of accounts. Having data in separate locations

made life difficult for the staff whenever a customer issue required the involvement of multiple technicians.

REDUNDANT WORK

Each time a new customer joined the network, SPIS.NET employees had to take several redundant steps before the user was able to begin service. The information from the hand-written contract had to be entered in up to five different systems before a user was able to connect.



INDUSTRY

- Internet Service Providers

CHALLENGES

- Complex user creation process involving mountains of paperwork and multiple departments
- Inability to share common information used across departments
- Duplicate data entry in several data management systems
- Customer dissatisfaction with turnaround time

AGILOFT SOLUTION

- Adaptable Agiloft CRM Solution
- Installed in-house on Linux server with MySQL DB
- Integrated with RADIUS and other backend systems

BENEFITS

- Agiloft customized and implemented within one week
- New accounts established with one easy web form and resulting tasks automated through the system
- Account information accessible across departments without redundant data entry
- Easy integration with existing systems

REQUIREMENTS

SPIS.NET needed a way to create an account in one simple step, track customer issues efficiently, and allow everyone in the company to access a single customer list and set of account issues. Given their limited budget, the system had to be easy to maintain and integrate into their existing back-end system. For example, it had to automate email setup, domain name (DNS) creation, and integrate with their RADIUS server.

THE AGILOFT SOLUTION

SPIS.NET chose EnterpriseWizard (the precursor to Agiloft) for its ease of implementation, scripting capabilities, and support for Linux and MySQL.

With a time investment of less than one man week, and total costs under \$8,000, the system deployed fully integrated with existing backend systems. Now a SPIS.NET employee can create a customer's account in one simple step and automatically notify the technical support staff to contact the customer and walk them through any additional setups that may be necessary. Using Agiloft to manage new client setup cut technicians' response times in half.

The new system automatically notifies the billing department when the new customer can access the network and should receive an invoice. Agiloft includes the contact information in the notification email that is automatically sent to the billing department.

With the help of custom scripts, Agiloft automatically enters all the account information into the Linux-based servers for network access. The user information is added in to the RADIUS server and an email account is automatically created. With one easy form, SPIS.NET's new system can even register a domain name and create DNS records. SPIS.NET is now also able to efficiently track problems and

share information between engineers regarding an issue with a customer.

BENEFITS

- Support staff productivity has doubled.
- Paperwork has been eliminated.
- The time taken to set up and bill new customer accounts has been reduced from hours, or even days, to minutes.
- The ROI for the implementation was less than one month.
- The company is able to continue its rapid growth without increasing headcount.

"New accounts used to take hours (and sometimes days) to set up; now we use a single web-based form and they are ready in one or two minutes. This has greatly increased productivity in our technical support department and allowed us to focus on meeting our customers' real needs. Customer satisfaction with our technical and support departments has more than doubled since putting Support Wizard into production."

— Craig Winstead
CEO, SPIS.NET

ABOUT AGILOFT, INC.

Over 3 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>.

