

All West Significantly Improves First Call Resolution with TotalTech Support

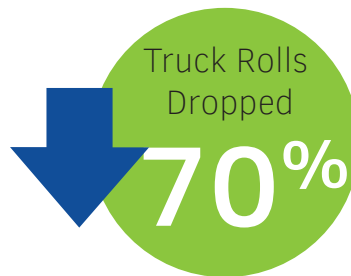
About

All West Communications is a communications company providing high-speed Internet, digital television and telephone services to Northeastern Utah and Southwestern Wyoming. With over 8,000 subscribers, All West is constantly challenging itself to make the best technology available and provide a superior experience for their customers.

All West distinguishes their company from the competition by offering their customers premium products and services backed by outstanding 24/7/365 customer service.

Problem

All West was experiencing a large number of calls to their customer service department. Due to a low first call resolution (FCR) rate, the majority of calls required a technician or truck rolls to solve the problem. As a result, resolution time was running at an average of 6 hours and the large number of truck rolls led to prolonged installation wait times. Often the solution would be as simple as a power cycle or educating the customer on basics. All West wanted to improve upon this process but did not have the staff or resources to take on the project.



Solution

To ensure the delivery of a great customer service experience and improve their key performance indicators (KPIs), All West implemented some new internal processes, went through some department re-organization and enlisted the aid of current partner SecurityCoverage. All West knew of the capabilities that SecurityCoverage had through resale of their Tech Home internet security plans, the support included with those products and their solid industry reputation. They selected SecurityCoverage and their Help Desk Support team to be the front line for all technical support calls.

“We really wanted our techs to focus more on installations, not technical support calls. We needed to see better first call resolution and SecurityCoverage has definitely helped us achieve that.”

Bridget Watkins, VP of Sales & Marketing, All West Communications

Partner

All West Communications



Industry

Cable/Telecommunications/Broadband

Results

- Implemented Help Desk Support and drastically Increased First Call Resolution, Decreased Truck Rolls and Improved Resolution Time.

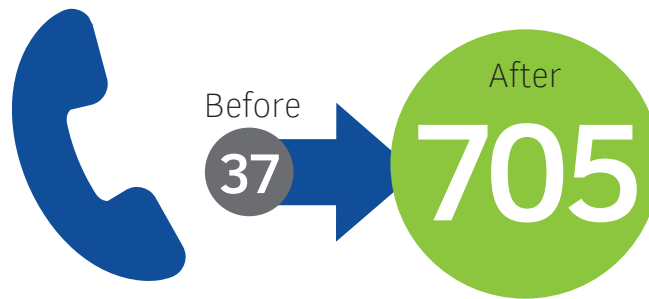
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Results

After implementation of SecurityCoverage's TotalTech Support, All West's first call resolution skyrocketed! Levels are now up to 77% and steadily increasing. Before the support transition, over 90% of calls resulted in a truck roll. Through some internal changes at All West they were able to cut their incoming ticket volume in half. Between these changes and after the switch to SecurityCoverage help desk, truck rolls have dropped by 70%! Total resolution time for calls, including truck rolls, has also dropped from 6 hours to 1.4 hours. All West has seen substantial operational savings by partnering with SecurityCoverage for Help Desk Support. They were able to resolve customer issues more quickly and limit their after-hours truck rolls which greatly reduced overtime costs. They are also able to generate incremental revenue by upselling their customers to Tech Home plans.

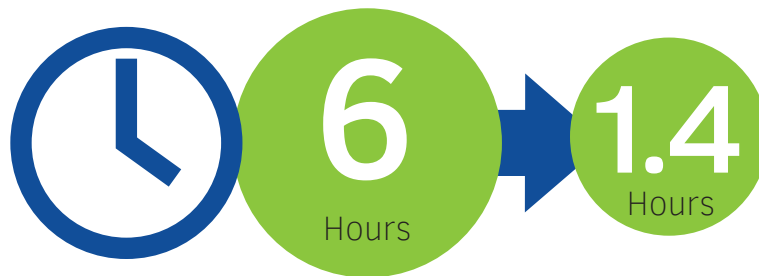
First Call Resolutions Per Month Has Risen



“One of the biggest improvements we have seen, apart from the dramatic increase in First Call Resolution, was a 78% decrease in the amount of time it takes to fully resolve a trouble ticket.”

Bridget Watkins, VP of Sales & Marketing, All West Communications

Total Resolution Time Has Dropped From



About SecurityCoverage

SecurityCoverage, Inc. is a leading provider of mobile and desktop security software, data protection, file backup and technical support services. Founded in 2003 with a clear mission to simplify the use of technology and provide world class customer service, we remain relentlessly dedicated to protecting consumer devices and personal data. Today, over 350 partners from diverse markets like telecommunications, broadband, cable, mobile, retail and warranty help SecurityCoverage achieve its mission for consumers everywhere. Learn more at www.securitycoverage.com.