

Blackfoot Switches to SCSupport and Sees Immediate Improvement in Key Performance Metrics

About

Blackfoot provides voice, Internet, data, cloud and IT services for residences and businesses across Montana and Eastern Idaho. Blackfoot knows customers want more, and that is why their more than 185 employees are dedicated to providing more solutions, more support and more value. They are focused on solving, serving and adding value for their customers.

Blackfoot's high-speed fiber optic network connects thousands of residences and businesses to the world everyday, but of all the connections Blackfoot makes, the human ones still matter the most.

Problem

Blackfoot had been outsourcing their help desk support for over 13 years and felt they should evaluate alternatives. It was important for them to find an experienced and respected provider who could consistently achieve desired service levels with highly-skilled technicians. Blackfoot wanted to increase customer satisfaction and see if they could improve key performance indicators like first call resolution. They needed a provider that was both forward-thinking and flexible. Blackfoot decided to check with their peers for recommendations on a reputable help desk provider that could meet all their needs.

“We went with SCSupport from SecurityCoverage because they are forward-thinking and tech-minded. They consistently meet our business needs and are flexible if we have a change that needs to be accommodated.”

Brenda Woodside, Operations Support Manager, Blackfoot

Solution

Blackfoot decided to evaluate the help desk at SecurityCoverage based on a peer recommendation. Since Blackfoot was already a partner with SecurityCoverage and sold the Tech Home product, there was a level of comfort with their staff. Blackfoot made a visit to the SecurityCoverage headquarters and saw that their facility was well-organized and the people were friendly, knowledgeable and hard-working. Their transition to SCSupport was flawless. The support team was easy for Blackfoot to collaborate with, and they were impressed with the thoroughness that SecurityCoverage sought out to understand their needs.

Partner

Blackfoot



Industry

Telecommunications/Broadband/
Technology Solutions

Results

- Implemented SCSupport help desk solution
- Instantly saw increases in first call resolution and decreased abandons
- Kudos jumped from a few per week to several per day

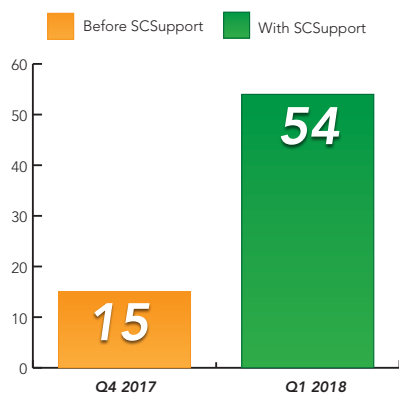
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Results

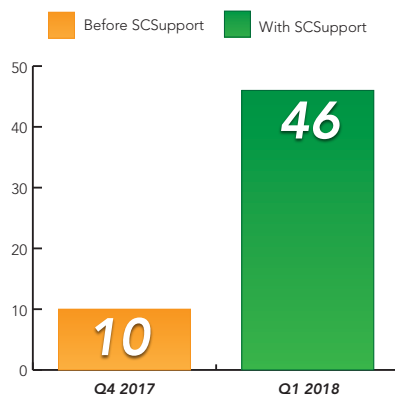
After transitioning to SCSupport, a positive change was immediate. Customer complaints and abandons decreased promptly. First call resolutions have increased and customers now have a considerably higher level of confidence and satisfaction with the technicians handling their calls.

Blackfoot staff has seen remarkable improvement as well. Processes, including escalation procedures, have been optimized and they now see a few kudos daily instead of weekly. Blackfoot and SecurityCoverage have a true partnership and work together to overcome obstacles and provide an amazing experience for their customers.

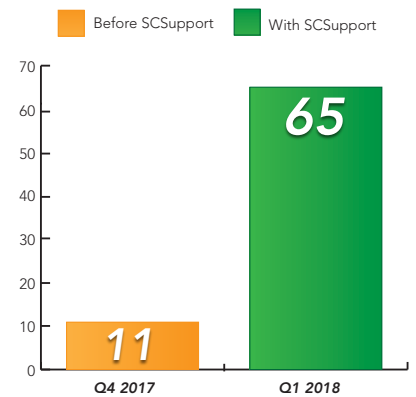
Blackfoot Survey Results



Number of people who answered **Yes** to: **Was your interaction handled to your satisfaction?**



Number of people who answered **Expert** to: **How knowledgeable was the representative that helped you?**



Number of people who answered **Very Likely** to: **How likely are you to recommend Blackfoot?**

“We can count on SecurityCoverage to take our requested changes and implement it into their system seamlessly. We feel like our relationship is a true partnership.”

Brenda Woodside, Operations Support Manager, Blackfoot

About SecurityCoverage

SecurityCoverage, Inc. is a leading provider of mobile and desktop security software, data protection, file backup, help desk and premium technical support. 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 tech 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.