TEAM SUPPORT

COLLABORATIVE CUSTOMER SUPPORT SOFTWARE

❝ By moving to TeamSupport, Heartland ECSI dramatically improves ticket visibility and saves time equivalent to one full-time employee. ❞

RYAN BRUNER, DIRECTOR OF CLIENT SUPPORT

A TEAMSUPPORT CASE STUDY: HEARTLAND CAMPUS SOLUTIONS ECSI

AT A GLANCE

COMPANY

Heartland™
Campus Solutions
ECSI

INDUSTRY
Financial service solutions
for higher education.

HQ
Coraopolis, Pennsylvania (Pittsburgh)

CUSTOMERS LOCATED
2,200+ across the U.S.

TEAMSUPPORT USER SINCE
2014

THE CUSTOMER SUPPORT CHALLENGE

Heartland ECSI, a leading provider of financial services solutions for the higher education industry, partners with 2,200+ colleges and universities to provide solutions such as student loan servicing, payment processing, refund disbursement, tuition payment plans, tax document services, delinquent account recovery, tax document services and many other outsourced services.

Heartland ECSI had experienced remarkable growth over the past 10 years and its help desk software no longer provided the right level of support for its increasingly sophisticated operations—including managing one call center for student loan borrowers, a client support team for school administrators, a technical support desk, and other departments across the organization.

THE TEAMSUPPORT ADVANTAGE

After evaluating 15 different software systems—including Zoho, Parature and ZenDesk—Heartland ECSI selected TeamSupport as its new help desk solution.

"The biggest hurdle that we had to get over was the fact that our support tickets need to be monitored by our support team and they can follow multiple paths simultaneously," states Ryan Bruner, Heartland ECSI's Director of Client Support. "We found that other software systems require you to assign tickets to a single person. By comparison, TeamSupport gives you visibility into a ticket during its complete lifespan, so you can monitor and collaborate on tickets even if they're aren't necessarily assigned to a single person."

THE RESULTS

Since implementing TeamSupport, Heartland ECSI has achieved several important goals:

- **Expanding communications with clients while simultaneously saving staff time.** "In our previous system, customers could only call or e-mail to request help, which meant having one staff person dedicated to receiving

those tickets and then manually assigning them to a support agent to handle," explains Bruner. Customers now can take advantage of the online customer portal and knowledgebase to get answers faster. And, since implementing TeamSupport, the employee who previously managed and assigned inbound tickets has been reassigned to perform supervisory-level tasks, which allow for higher-level management without diminishing productivity or adding more staff.

- **Clients *and* support agents have the ticket visibility that did not exist previously.** "I tell clients, it's like when you order from Amazon – you know when your order was placed, when it goes to the warehouse, when it gets placed in the box and when it will arrive at your house," explains Bruner. "We use TeamSupport in the same way. Clients can see when a ticket is under review and know when it will be fixed. The system gives them visibility throughout the entire ticket resolution process."

- **TeamSupport drives fast, responsive customer service.** Now when a client calls in, the agent can find the original ticket immediately. And, it helps the sales team when they are visiting clients. Before meeting with a client, the client support team can run a report to see the client's open tickets and provide the sales team with valuable information prior to meeting with the client.

- **TeamSupport is easy to use and implement.** With a variety of skill sets within the organization, Heartland ECSI needed a system that would be easy to use. Adds Bruner: "We rolled every single open ticket into TeamSupport on a Monday and never looked back to our old system."

Adds Bruner: "TeamSupport is extremely user friendly. It has great functionality but it's not complicated. And, the team behind TeamSupport is more customer-oriented than most big box solutions. In fact, their customer service is excellent. As a result, our rollout went off without a hitch, not only within our internal support team, but among the countless clients who are now using TeamSupport, too."

TEAM SUPPORT
COLLABORATIVE CUSTOMER SUPPORT SOFTWARE

TeamSupport helps you:

RESOLVE ISSUES quickly.
COLLABORATE more effectively.
Know your CUSTOMERS better.
Support the needs of your ENTERPRISE.

CALL OR E-MAIL TODAY TO SET UP A PERSONALIZED DEMO

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