



“Compared to our previous help desk system, we’ve experienced a 100% improvement and saved 20% in staff time since using TeamSupport!”

ANNA YANG - SENIOR IMPLEMENTATION/TRAINING SPECIALIST

## A TEAMSUPPORT CASE STUDY

### AT A GLANCE

#### COMPANY



#### INDUSTRY

Loan management software used by community banks and credit unions

#### HQ

Topeka, Ks.

#### CUSTOMERS LOCATED

U.S., with concentration in the central U.S.

#### TEAMSUPPORT USER SINCE

2010

#### WITH TEAMSUPPORT, SUNTELL

Processes 2,700 tickets per year

Saves an estimated 20% in staff time

Reports a 100% improvement over its previous help software

### THE BUSINESS CHALLENGE

To Suntell, the creator of a loan management software used by community banks and credit unions, customer service is everything.

“We talk to our customers so much, we *have* to provide exceptional service,” says Anna Yang, Suntell’s Senior Implementation/Training Specialist.

Having the right tools in place to support that exceptional service is critical. For a time, the company’s homegrown database did an adequate job of logging and tracking customer issues and questions, but as the company grew, it needed a more robust customer support system that would move customer support requests away from individual e-mails and into one central system.

“Customers and support representatives communicated via e-mail, which meant that others in the company wouldn’t know what was going on with a customer unless the support rep would remember to copy and paste the e-mail exchange into a work order. It was time consuming,” explains Yang.

And, at one point, the support team was using three different systems for storing and tracking information—and that was very inefficient, even for a small company.

### THE TEAMSUPPORT DIFFERENCE

Yang went in search of a software solution that would reduce their reliance on e-mail while increasing team collaboration.

“I found TeamSupport, I liked what I saw, it did everything we were looking for and the price point was perfect,” she recalls.

Since implementing TeamSupport help desk software in 2010, Suntell has logged about 2,700 tickets per year and saved an estimated 20% in staff time because of:

- **E-mail integration**

Now all e-mails to and from customers and support representatives are integrated into a single system, with all correspondence taking place through the ticket itself. Customers can even log in anytime to view their ticket, its status and any pertinent updates.

- **Reduced duplication**

Everything that once was in three separate systems is all together now in one system within TeamSupport.

- **More effective ticket management**

With TeamSupport, similar tickets can be tied together, allowing developers to monitor related requests from customers wanting new features and helping customer support agents respond to similar customer issues.

- **Seamless integration with other office tools**

TeamSupport's integration with MailChimp allows Suntell to seamlessly sync data between both software tools. "We used to manually manage mailing lists," explains Yang. "Now when a customer registers on our Web site, it automatically creates a ticket, which syncs into MailChimp to automatically add the individual to our mailing list."



Unlike some of the competitors that are big and impersonal, Suntell appreciates that TeamSupport's CEO Robert Johnson is fully involved in their company and that TeamSupport's CIO Eric Harrington is always available to answer questions.

"It shows that everyone at all levels of the company really cares about their customers," says Yang. "Compared to our previous help desk system, we've experienced a 100% improvement!"



**TeamSupport helps you:**

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



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