

FAST AND FAMILIAR: EFECTE HELPS VAKKA-SUOMEN PUHELIN TAKE BETTER CARE OF ITS CUSTOMERS



JULLE RINTALA, IT MANAGER, VSP

With more than 120 years of experience in the industry, Vakka-Suomen Puhelin (VSP) holds a strong position in Finnish IT and customer services.

The company provides telecommunications, IT and contact center services nationwide to companies.



VSP's previous service-management solution could handle basic operations but didn't tick all the boxes for a busy and well-

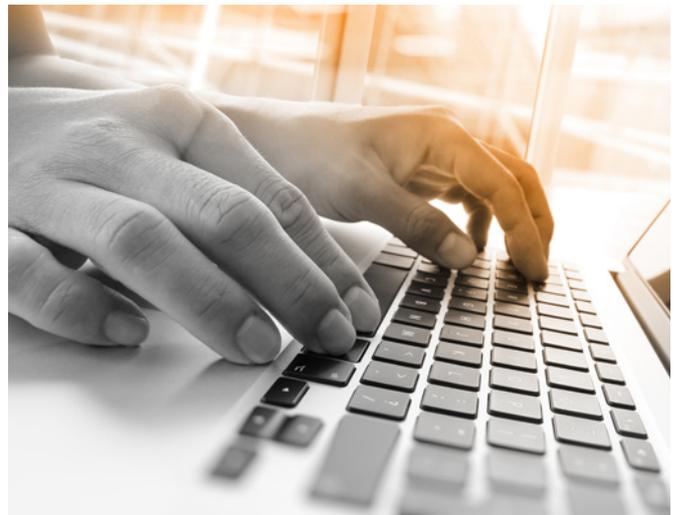
known Finnish service provider. Customers in Finland were unfamiliar with it and it only offered customer support from abroad. It also did not fully support ITIL practices, which was important to VSP to have a common set of processes and procedures with its customers.

These forces drove VSP into seeking a more suitable Service Management solution. When a potential customer outsources its support services, it looks to reduce its costs while still ensuring high-quality service and flexible resources. VSP wants to deliver on these requirements through close customer contact.

EFFICIENCY THROUGH AUTOMATION

To be able to provide first-rate service that matches customers' ambitions, VSP was looking for a solution that offered self-service possibilities for users, a single point of contact for internal and external customers, and clear reporting. They also wanted a solution whose development and support would be more local. "The opportunity to seek support locally and in Finnish was a major improvement for us", says Julle Rintala, VSP's IT Manager.

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Efecte’s solution has been used within Vakka-Suomen Puhelin since early 2017. VSP can now offer more transparent service to customers. The platform has also boosted VSP’s ability to handle tickets, which can now be automatically directed to one of more than 10 different workflows. Automation greatly increased the speed of handling tickets, whereas previously VSP’s service desk had to handle and redirect tickets manually. VSP has also added asset information into Efecte, which enables tracking equipment and software for more transparency.



VSP has successfully implemented Efecte not only in its own operations, but also for some of its customers. It is now able to track and report a ticket’s complete history, including emails between customers and their other service providers. With Efecte’s platform VSP can systematically collect and keep information in one place. Customers can use the Efecte self-service portal to order equipment, access rights and software among other things. “We operate as a single point of contact in an environment with multiple suppliers of services. We have seen very good results from being able to escalate tasks by using Efecte’s solution as a one stop shop”, Rintala says.

STRUCTURED AND EASY

The platform has also increased VSP’s transparency on meeting its SLAs with customers. It can now offer various levels of service as well as new varieties of existing services. “We have been able to organize and structure our service offering much better than before”, says Rintala.

“Efecte understand our business model well and we also value their solution-oriented mindset. They only offered us solutions that really help us and nothing unnecessary. We have also found the solution to be very easy to use. Our experiences have been very positive compared to the past and Efecte’s solution has been more pleasant to work with”, he adds.

VSP is planning to introduce pre-composed tickets for more efficiency, particularly in routine tickets. The company also wants to develop integrations and bring automation into escalation paths. In the future VSP is also considering implementing Efecte’s change management application. “We are currently using another system for change management but would like to have everything centered within one solution. This would also help us offer more consistent procedures in this area.”

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