

L&A

• New Orleans, LA

Industry	Company Size	Previous Provider
 Legal	 60	

SUMMARY

Leake Andersson was looking for a better customer service experience that helped them to get their questions resolved quickly. They would frequently encounter bugs in their system, have to speak to multiple departments and sometimes pay a fee before the issue could be resolved. Leake Andersson was looking for a solution that provided excellent, timely support and gave them easy access to their data and reports.

SERVICE SOLUTIONS



WHY WE WON

At Netchex, Leake Andersson has a customer service team who are not only experts at using the Netchex system, they are familiar with Leake Andersson’s account. Leake Andersson can contact customer service by phone, email or within the Netchex program, and know that a Netchex representative who knows their unique needs will resolve their issue quickly.

NetInsight gives Leake Andersson the ability to “mine” their data in order to make better, more timely decisions. It is simple to use, but robust in scope, allowing reports like Worker’s Compensation Audit Report to be pulled across multiple years and multiple companies, in various formats. These reports can be pulled in seconds, not hours.

Netchex robust system, ease of use, and dedicated support team have increased Leak Andersson’s payroll and employee management efficiency by 50%.