

# Wolseley

Case Study





# About The Company

Wolseley Canada is the leading wholesale distributor to plumbing, HVAC/R, waterworks, and industrial markets in the country.

Wolseley Canada is part of Ferguson – the world's largest trade distributor of plumbing and heat products.

**+200**

**Branches**

**+500**

**Fleet  
Vehicles**

**+2,500**

**Associates**



# Who Are We Interviewing?

## Eilis Byrnes | Process Improvement Manager

Eilis Byrnes, Customer service and process improvement manager for Wolseley, has been working with Wolseley Canada for 11 years and tells us about how Supportbench helped them enhance their customer assistance system and achieve higher levels of customer satisfaction.

### Challenges

*"We were a smaller team with a lot of internal customer communication and would receive roughly 7000 to 8000 emails to address. Admin tasks were not well managed, and our agents were spending a lot of time moving emails and following up on status updates, which meant that many of our clients were missed. It was tough for management to report on volumes and gauge performance, and it was inconvenient because it took up a lot of my time understanding spreadsheets and calculating figures."*

### What were you able to achieve with Supportbench

*"We've used Supportbench for about a year and it's helped us with fantastic email management and knowledge-based management of all of our clients. It enabled me to obtain visibility into my team's performance and immediately report to senior management. The ticketing system assisted us in resolving instances that were long overdue and in providing the staff with a smooth platform experience."*



## Supportbench discover and vetting process

*"I was a consultant in the UK, so I'm used to looking at new software and analyzing it. So I essentially researched the best case management platforms in the business and Supportbench immediately made the top two. We were seeking a way to keep good functionality at an affordable price, and it quickly became clear that Supportbench was just what we needed. We were certain of our decision after the platform demo."*

## Specific reasons they chose us

*"After evaluating many companies, I assessed that all of the services given by Supportbench were similar to its competitors' offerings. It was exactly what our customer service staff required, and it assisted us in humanizing the entire customer support and management system."*

## Insights into competitor's analysis

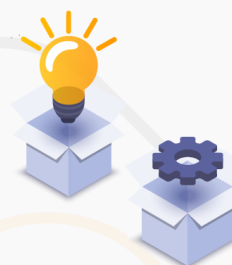
*"One of the primary differentiators is the cost and functionality of the product, with competitors acquiring the same functions at a significantly greater price. We had to define all of the functions spread across the modules we wanted to implement in the company. Supportbench proceeded to be the best match for all of our requirements. There is also a difference in communication styles amongst competitors, which made us feel more at ease expressing our needs to Supportbench."*

## Purchase decision

*"The purchase decision was made by me, and I presented it to our senior management leadership team first supply chain at Wolseley Canada. We had demos and processes that made us sure of the decision and were confident in the Supportbench Platform."*

## Working with Supportbench

*"We have a terrific relationship with the entire team, that has allowed us to voice our issues, which have been resolved promptly. The team assisted us with configurations that were unique and tailored to our needs. The distinction between competitive organizations was that they were not willing to customize adjustments and always had a cost attached with everything."*



## Future prospect of working with us

*"Yes, we have already spoken with the team about continuing to work with Supportbench, and three teams outside of my location have already signed up with Supportbench. Based on my feedback, the word is getting out, and numerous organizations are interested in working with your team."*

## Reasons to recommend Supportbench

- *"The team has always been very helpful, and they always find ways to solve our problems and challenges."*
- *"It helps us improve our service offerings, which is something we were never able to do before due to the new functions and technology."*
- *"The pricing structure was a big factor in our decision, as it was one of the most affordable platforms with premium functions."*

## Did your team liked working with us?

*"The team liked working with the platform, but I used it the most because I did all of the configuration. I wanted my team to focus on their roles, and thus Supportbench team developed up a video training session to give them an overview of the product."*

## Any specific numbers or stats as a performance measure

*"With the increased rate of emails, we saw an improvement in customer satisfaction. Supportbench helps our agents manage 11,000+ emails easily and accurately by providing them with a platform that is easy to use."*

## How likely are you to recommend us?

*"I would give it a 10 because I have already given several referrals within our company's team as well as to third parties. Overall, my experience with the Supportbench has been fantastic."*



# Want To Learn More?

We are sure that we have provided valuable insight into our company's mission and performance. We would be happy to discuss with you and assist your company in strengthening and managing its customer care personnel.



To Know More  
Book A Demo



 **SUPPORT BENCH**

