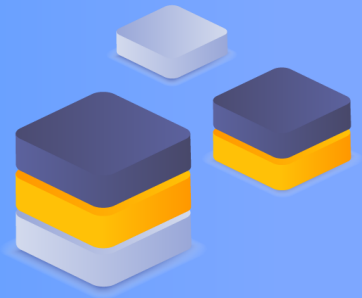


ePass Software

Case Study





About The Company

ePASS Enterprise is a fully integrated sales and service system designed specifically for the Appliance, Electronics, and Furniture industry.

ePASS can handle all your business needs with a host of features designed to completely automate your company.

Some of the main modules include:

- Point of Sale
- Dispatching
- Serialized Inventory Control
- Parts Inventory Control
- Customer History
- Wireless Real-time Barcode Scanning
- Financing
- Accounts Receivable
- Accounts Payable
- General Ledger
- Financial Statements
- Mobile Salesperson Applications
- Mobile Technician Applications
- Messaging System
- Integrated Payment processing
- eCommerce and more.



Who Are We Interviewing?

Ben Erickson | Technical Support Manager

Ben Erickson, Technical Support Manager for E-pass Software.

He has been part of the Technical Support industry for 15 years and discusses how Supportbench improved their customer support system and helped them achieve greater customer satisfaction.

Challenges

"There was no ticket management system in place, and although agents did have internal applications for notes, it was not mandated for them to do so. In addition, the organization did not identify the number of cases or requests received, which agent was answering, and there was a lack of visibility into team performance. The motivation for putting a system in place was to gain insights into the performance of the technical support team, as well as get better reporting and analytics. I noticed how the organization was working hard to improve the customer experience component of the business."

Covid-19 impact on customer service

"In terms of customer service, there was no significant change for our team, but we did have an uptick in the number of issues expressed by consumers, which generated some volume towards the start of the pandemic."



Supportbench discover and vetting process

"Being a part of this industry since 1995 and having used a number of ticketing systems I made it my number one priority to find the best in the industry. I was exploring various platforms and reviewing all of the industry giants when one of my employees highlighted Supportbench as an emerging business in the Technical Support industry. We were seeking a system that was powerful, feature rich and affordable, as I needed to justify the expense to the higher ups."

Specific reasons they chose us

- *"Could be easily managed and does not necessitate a lot of technical assistance."*
- *"The convenience of having a system that includes surveys and customer portals."*
- *"The team can easily lock cases and manage the workflow."*
- *"Quick access to the knowledgeable Supportbench team."*

Insights into competitor's analysis

"We had used a few other competitors' products, but one of the big differences I noticed was that Supportbench was much simpler and provided the same features as the other platforms. As such, I did not have to hire an implementation consultant to walk me through the entire process."

Purchase decision

"It was my decision as the Technical Support team manager to move ahead with Supportbench, and it merely gave me more confidence that my coworkers were as confident in the decision."

Working with Supportbench

"Working with Supportbench was fantastic. We do have Team concerns now and then, but they are quickly addressed by the Supportbench team. The team's assistance has been excellent, as they have remained a highly knowledgeable and communicative team. Overall, it's been a fantastic experience because the designers are so familiar with the entire system."



Future prospect of working with us

"I absolutely see the benefits in continuing to work with Supportbench because the team responds to concerns I have and helps in personalizing and customizing the responses to our requirements. Overall, I've been quite impressed with Supportbench's ability to provide us with solutions and regular communication."

Reasons to recommend Supportbench

- *"Simplifying complex tasks."*
- *"The stability and performance on different devices."*
- *"Mobile version of Supportbench is super handy."*
- *"Quite affordable for the type of performance given by the platform."*

Did your team liked working with us?

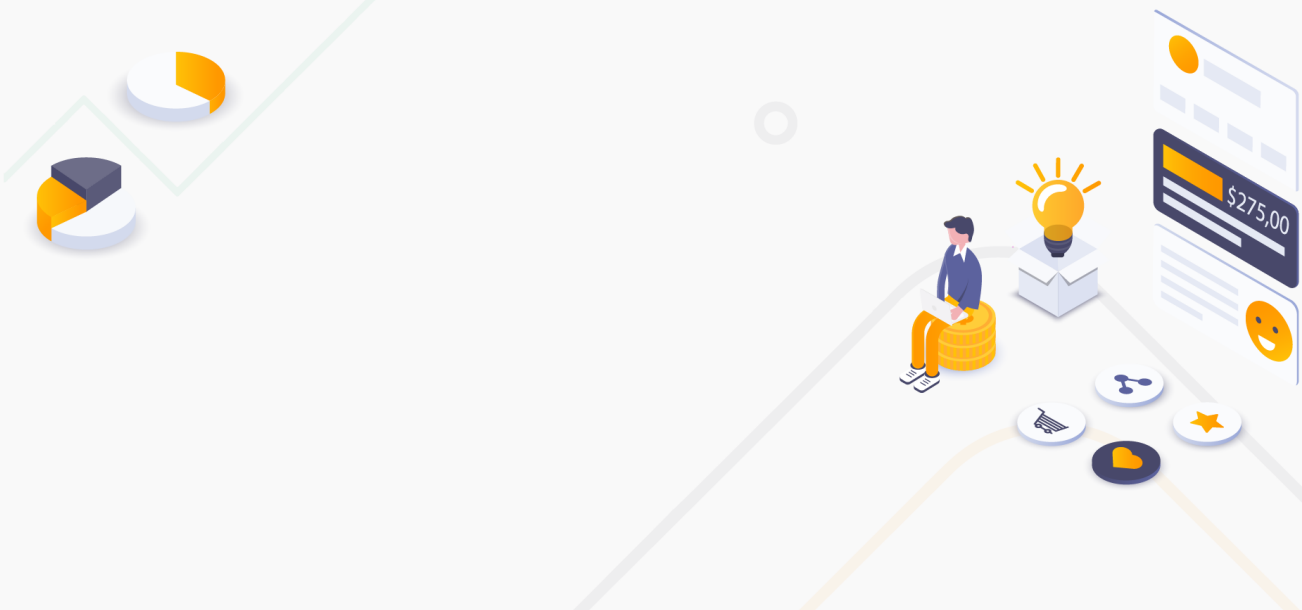
"It's been a great experience for the agents as well, because they can see when a customer calls in or the history of who they've last talked to and ideally everything that happened. A lot of recurring issues were resolved, and it's been customized in such a way that they enjoy working with the platform."

Any specific numbers or stats as a performance measure

"We have gone live with Supportbench, our customer satisfaction rate is 98.8% which is the highest customer service rating I have ever seen while working with support teams and we would not have such a number without the help Supportbench."

How likely are you to recommend us?

"It's a clear 10/10, and I've already suggested it to some of my former coworkers. Overall, it was a positive experience, and we look forward to working with Supportbench more in the future."



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**

