BuildingPoint
SOFTWARE CONSULTING

Critical Software Issues Hindering Operations

Southwest Shipyard

Houston, Texas

Project Description

Southwest Shipyard needed fast response time to help requests made by their Purchasing and Inventory Departments. There was too much dependency on these departments flowing efficiently when software support and processing issues came up. Software support issues needed to be resolved quickly.

Southwest Shipyard reached out to OnPoint and explained the problem to solve. After determining that OnPoint could meet the requirements, a commitment was made that OnPoint would address help issues in the time frames requested.

The Solution

To solve this problem, OnPoint accelerated their SLA (OnPoint's standard ticket response time) for Southwest Shipyard help tickets. OnPoint's Client Care was a key factor to monitor that the right consultants responded to help requests.

The solution required adjusting Salesforce (OnPoint's help ticketing system) to escalate Southwest Shipyard help tickets sooner, and as a backup to ensure that OnPoint met their commitment to Southwest, their tickets were also personally tracked to completion by Client Care as a redundant control that OnPoint delivered as promised.

The Result

Southwest Shipyard help tickets were immediately responded to in the time frame promised by OnPoint, and the Purchasing and Inventory Departments were spending less time on software issues, allowing more time for everything else.

How This Can Apply to Your Company

Discuss problems to solve with Managers and other Key Decision Makers. Where your business is negatively affected, there are opportunities for growth, or where it just makes sense be sure you partner with the right Professional Services Company.