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— Harry Coit, Director of Technical Support, Enterprise Solutions product group

Enhancing service nets Epicor lower costs and increased revenues.



INDUSTRY

High Tech

WEBEX APPLICATIONS

Meeting Center, Support Center

SUMMARY

Epicor implemented WebEx Support Center and improved customer support resolution rates, while increasing the number of calls they took—reaching over 300 customers every week, with an estimated ROI of over 250%.

ABOUT EPICOR

- **Line of Business**
Enterprise Software
- **Headquarters**
Irvine, CA
- **Number of Employees**
900
- **WebEx Customer Since 2001**

Epicor is a leading provider of integrated enterprise software solutions for mid-market companies around the world. Epicor has over 15,000 customers for its software solutions for Customer Relationship Management, Financials, Manufacturing, Supply Chain Management, Professional Services Automation and Collaborative Commerce.

The Challenge

Epicor set objectives to increase productivity in its customer support organization, while increasing the level and quality of the support delivered to customers. The company determined that the ability to share an end-user's screen and use remote control to diagnose, troubleshoot, and resolve issues would enable faster support interactions as well as a more effective experience for the customer. Epicor management also mandated that the solution must meet the needs of other organizations in the company. Several software products were evaluated but there were potential issues with deployment and connectivity. The main issue with server-based products was the requirement for dedicated infrastructure to be deployed at customer sites, requiring special arrangements with customer IT departments to enable the desired real-time connectivity. This was quickly determined to be unacceptable. At the same time, Epicor was already using WebEx Meeting Center in their sales organization and WebEx Support Center in one office to support one of Epicor's products.

The Solution

Epicor evaluated several vendors. WebEx Support Center easily met the security, performance and reliability requirements for supporting Epicor's customer base. Epicor also determined that Support Center was the most cost effective solution. Finally, the success of the WebEx Meeting Center service in the sales organization and WebEx Support Center in one group of the support organization validated that WebEx had the flexibility and range of offerings to meet the varied needs of the company.

The Benefit

Epicor support agents began using Support Center and found that customers were highly satisfied with its benefits. Call resolution times were reduced by 50% or more because customers could effortlessly join the Support Rep in an online session and the Support Rep was able to work directly on the customer's computer to quickly resolve the issue. In some cases, issues that previously took 4 or more hours to resolve were now being resolved in under 30 minutes with Support Center. Support reps can easily engage someone from the development and product teams directly with the end user to have them see a problem, identify a bug, or discover a feature requirement.



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—Harry Coit, Director of Technical Support for the Enterprise Solutions Product Group

According to Harry Coit, Director of Technical Support for the Enterprise Solutions product group, “The ability to see what is happening on the end user’s machine with WebEx is quite powerful. Customers ask for WebEx because they get back to productive use faster. We are cutting the time to resolve their issues by half or better. In just one 20 Support Rep call center, we are saving well over 100 hours per month in call time.”

Since launching Support Center, Epicor has seen its customer satisfaction metrics increase sequentially every quarter. After using Support Center for two years, timely resolution of problems—the top customer issue before WebEx—was no longer on the list of customer issues. And because customers have had excellent support experience with Epicor, maintenance renewal rates have increased meaningfully. “WebEx has contributed hundreds of thousands of dollars in net new maintenance revenues for the Enterprise Solutions product group, because of the high quality of support,” noted Coit.

The entire support organization at Epicor now uses Support Center for all of the company’s products. Based on the success in the support organization, other parts of the company have begun using WebEx as well. For example, the consulting organization uses WebEx to remotely implement customized solutions

for customers. This saves not only project time, but also travel expense and time. In fact, over 25% of all employees at Epicor used WebEx an average of once a week over the past year.

With WebEx, Epicor provides real-time support to over 300 end-users per week. Just based on time saved on support calls, the ROI from WebEx is estimated to be 150%. That does not even consider time and travel savings from using WebEx for consulting, or the increased maintenance renewals enabled by the higher quality service and reduced costs and aggravation for customers. According to Coit, “We estimate the overall ROI to be at least 250%.”

The Future

With its proven success in customer support, consulting and sales, Epicor is evaluating additional uses of WebEx throughout the organization.

HIGHLIGHTS

- With WebEx Support Center, support issues that used to require at least 4 hours to resolve, are now cleared up in under 30 minutes.
- More than 25% of Epicor employees use WebEx at least once a week, saving travel time and expenses.
- Epicor now uses WebEx Support Center to provide real-time support to more than 300 users every week.