Discover WebEx for Support

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WebEx Support Center
Poll # 1

Q) My organization provides:
   a) Support to Employees of my company
   b) Support Customers of my company
   c) Both

Q) Based on my experience, the top customer complaints about Technical Support are the following:
   a) Time to resolve Issue
   b) Lack of Resolution
   c) Product quality
   d) Knowledge of the Service Rep
   e) Time to reach the Service Rep
Customer Complaints about Technical Support

- Time to Resolve Issue: 71.0%
- Quality of Product: 35.0%
- Lack of Resolution: 31.0%
- Knowledge of the Service Rep: 28.0%
- Time to Reach a Service Rep: 25.0%
- Phone System Navigation: 12.0%
- Company Policies: 12.0%
- Cost of Service: 11.0%
- Ease of Use of Support Web Site: 8.0%
- Professionalism of the Support Rep: 4.0%
- Availability of Online Resources: 1.0%

% of Respondents
Impact of Remote Support on Service Delivery

Figure 1: Support Case Management Flow

1. Case Routing
   - 2% to 4%

2. Case Processing
   - 3% to 6%

3. Service Resolution
   - 75% to 80%

4. Knowledge Discovery
   - 10% to 20%

Source: ServiceXRG
Introducing WebEx Support Center…

- A hosted, on-demand, support management service
  - Requires no on-site installation
  - Deployed in minutes
- Fully integrate Support Center suite of services

WebEx Support Center

- Remote Support: Deliver live support remotely for faster, cost effective support
- Remote Access: Remotely access and maintain unattended computers over the internet
- System Management: Manage IT assets, software distribution, patches, virus protection and backups
- Service Desk: Streamline your incident management with a closed-loop process
Support Organization Goals

• VP & Director of Customer Care
  – Improve renewals and reduce churn
  – Increase customer satisfaction
  – Handle higher volume of interactions without adding head counts
  – Increase service revenue

• Director of Security
  – Find a solution that protects the company and customers’ assets

• CEO/Core Staff
  – Convert service into competitive advantage
WebEx Support Center addresses your challenges

- Improve customer satisfaction
  - Reduce downtime
  - Increase the quality of call resolution
  - Exceed service level agreements
  - Deliver proactive maintenance and update
- Increase effectiveness and efficiency
  - Diagnose problems faster
  - Reduce handle times
  - Increase first call resolution
- Increase service revenue
  - Deliver premium service
  - Offer value-added service
**WebEx Remote Support**

- **Increase Technical Support Representative (TSR) Productivity**
  - Resolve issues faster by viewing customer’s desktop or application
  - Easily join subject matter experts to assist in resolving difficult issues – enabling first call resolution
  - Reduce costly onsite field visits

- **Increase customer productivity**
  - Provide increased service level performance to your customers
  - Give customers the complete control with permission-based access
  - Track customer experience with post-session survey

- **Provide a secure session with your customer while removing challenging firewall access issues**

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**WebEx Support Center**

- Remote Support
- Remote Access
- System Mgmt.
- Service Desk
WebACD - Key Capabilities

- Customer requests help online by clicking on a “Click to Connect” button on the website
- Queue and route requests based on agent availability and skill set
- Monitor and manage queues and agents via a dashboard
- View and analyze detailed management reports
Case Study – Lawson Software

• The Company
  – Lawson Software is a global software company focused on service-oriented businesses in selected vertical markets

• The Challenge
  – Reduce over 2000 hours of support agent time per month dedicated to customer support
  – Gain control of customer desktops for rapid diagnosis and problem resolution

• The WebEx Solution
  – Remote customer support with WebEx Support Center enables desktop viewing for quick call resolution and cost savings

“Support Center provides a more complete solution in our arsenal of support tools that enables our staff to provide a quicker solution to customers. Support Center hits our ‘sweet spot’ and adds the most bang where we need help in resolving complex problems.”
— Jeff Quast, Quality Programs Manager for Process, Procedures, and Metrics in the GSC organization

Results

• Reduced average handle times for support calls by 25%
• Increased customer satisfaction/problem resolution rate
• Delivered an estimated annual savings of nearly $600,000 and an ROI in excess of 700%
WebEx Remote Access

• Deliver 24x7 Support, Anytime
  – Easily access unattended computers, point-of-sale, and other devices outside your network
  – Manage groups of computers—easily adding, deleting, and updating computers and users
  – Deliver faster diagnose and fix with advanced support features

• Ensure secure access by setting password, limiting access by IP Address or user accounts and requiring phone authentication

• Decrease Support Costs by eliminating costly field visits through remote access over the internet

• Increase customer productivity by providing maximum system availability
Case Study - InfoGenesis

• The Company
  – InfoGenesis is a leading provider of POS information technology solutions to the hospitality and foodservice industries

• The Challenge
  – Replace an outdated remote point-of-sale solution with history of spotty connectivity
  – Deliver real-time, remote access and support system without requiring hardware or software upgrades

• The WebEx Solution
  – SMARTTech remote access services provide support staff with the instant ability to view download status and quickly diagnose and troubleshoot problems

“WebEx did a demonstration of a SMARTTech session . . . and I was actually surprised that we didn’t have to reconfigure any of our firewalls. That was huge for us, because the idea of going to each customer site to reconfigure firewalls was not feasible. With SMARTTech, we didn’t have to.”

— Eric Sanabia, Manager of Integration

Results

• Enabled faster diagnosis of customer support issues
• Enhanced customer satisfaction and customer-support efficiency
• Ensured successful deployment of regular updates and security patches for clients
WebEx System Management

- **Asset Management** tracks all installed software and hardware automatically
- **Software Distribution** reduce the cost of software deployment
- **Patch Management** ensures your customers’ systems are updated with latest Microsoft Patches
- **Virus Protection** secures customer’s system from malicious attacks
- **Backup Management** safeguards customer’s critical data
System Management – Asset Management

- **Lower administration cost** with automated Asset Discovery
  - Automatically discover all IP-based network devices
  - Identify all changes to the network environment by scheduling recurring network scans
- **Optimize customers’ IT investment**
  - Track all installed software and hardware automatically
  - View move, add, and change history on all IT assets
- **Ensure compliance** by flagging unauthorized software
- **Lower software license costs** by tracking usage frequency and reallocating unused software licenses
System Management – Software Distribution

- **Reduce cost of deploying software** with automated software updates, distribution, and installation process.
- **Reach even remote users** by distributing custom executables and MSI files to targeted assets anywhere.
- **Increase download success** by resuming interrupted downloads with checkpoint restart capability.
- **Maintain connection speed** during software downloads with bandwidth throttling.
- **Gain visibility with real-time view** of package execution results.
System Management – Patch Management

- **Reduce the burden on IT administrators** with centralized monitoring of new patch releases and related security risks
- **Minimize disruption** by automatically deploying patches immediately or at a scheduled time
- **Eliminate the need to build and manage SUS servers** by using WebEx System Management SUS servers
- **Gain complete control** with targeted deployment of patches based on criticality and company policy.
System Management – Virus Protection

- **Decrease user downtime** with full licensed use of Symantec Antivirus Corporate Edition
  - Automated initial deployment
  - Upgrades to new versions
  - Continual updates of all antivirus definitions
- **Reach all users** by automatically deploying antivirus software, upgrades and definitions via Internet
- **Conserve IT resources** by automatically removing out of date antivirus software
- **Gain fully visibility** with dashboard-driven, centralized management reporting
**System Management – Backup Management**

- **Eliminate customer action** by deploying an automatic data backup across all WAN and remote users.
- **Keep customers productive** by scheduling automatic backup nightly, weekly, after hours or at power down.
- **Safeguard critical data** with secure, 128-bit Advanced Encryption Standard.
- **Ensure complete backup** with data compression and by resuming partially completed backups.
Case Study - EquaTerra

• The Company
  – EquaTerra is a global sourcing management consulting organization that helps companies worldwide improve business processes

• The Challenge
  – Manage the virtual enterprise’s geographically dispersed IT assets without having to expand human resources

• The WebEx Solution
  – System Management conducts complete inventory of assets located worldwide and performs quick and easy software installs where needed
  – System Management automatically updates anti-virus software and backs up all employee computers

“Instead of hiring IT employees who were not billable and generate overhead expenses, we chose WebEx. As a result, EquaTerra is now spending less than the equivalent of one FTE (full-time equivalent) salary per year.”

—Chris Holder, IT Manager

Results

• Optimized limited IT resources, cutting costs and improving business efficiencies dramatically
• Gained control over asset management without adding employees or relying on user interaction
• Negotiated preferred vendor agreements that cut failure recovery time by 80%
Poll # 2

Q) We currently use following for Incident/Ticket Management
   a) Remedy
   b) Siebel, Pivotal, SAP, Clarify
   c) salesforce.com
   d) Home Grown Solution
   e) Other
Service Desk

- Innovative support technology for all industries
- Includes a customer-facing portal, knowledge base, ticketing, contact management, product catalog and more...
- Enables your customers to focus on their business objectives

8 Tightly Integrated Modules

Your Customers Support Themselves

- eActivity
- eContact
- eDownload
- ePortal

Provide Communication Channels to Support Customers Online

Support Incident

Your Service Reps Solve Issues

- eProduct
- eReport
- eKnowledge
- eTicket

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Thank You

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# SaaS vs. On-Premise

## Features
- Monthly subscription fee
- All Internet-connected machines
- Agent-based technology
- ‘Pull’ technology
- SSL-encrypted traffic

## Advantages
- Predictable monthly expense
- No infrastructure investment or VPN connections required
- Auto-deployment and management
- No impact to security processes
- Customer data is fully secured