ApexonHealth

Integrated helpdesk and chat solution helps leading CRO streamline processes, achieve high ROI and improved customer service

The Client

The client is a Fortune 500 company and one of the world's leading contract research organizations, with a network of more than 32,000 employees conducting business in approximately 100 countries.

Business Requirement

Our client was looking for the newest generation of IT service desk functionality and a long-term vendor partnership to respond to rapid organizational growth. Following an evaluation of organizational requirements, they identified concerns that replacing the current IT service desk tools would be highly disruptive.

Beyond Possible

Recognized as our client's #1 partner, Technosoft is measured against benchmark metrics relating to aggressive production, customer service and outcome metrics, and consistently outperforms the targets. Our ability to leverage best practices and to continually bring innovative ideas to our client has enabled $2M in cost savings for the client.

ApexonHealth's Solution

Technosoft was selected to provide customer service and technical support for a portion of the client's support volumes. In the ensuing four years, driven by client priorities and market conditions, the relationship has grown into a strategic partnership, and Technosoft takes pride in being considered a trusted advisor by the client.

Technosoft's solution makes extraordinary economic sense and has achieved a high ROI in a very short period of time. The service desk is nearly a 24x7 operation with a very high call volume, staffed with skilled technicians servicing 32,000 employees across 100 offices located around the globe. We have implemented chat templates, live chat monitoring, and improved chat ASA while assisting clients in tracking and analyzing reassigned tickets.

Business Benefits

The client used Technosoft's integrated helpdesk and iChat solution to streamline support processes, improve customer satisfaction and win support agreements by offering monitoring as a value-added service. Other key benefits derived include:

- Increased same day closure rate to 70%, up 15% from baseline
- Reduced repeat calls from 25% to 15%.
- Repeat contacts continue to taper off, currently 10%
- Increased customer satisfaction scores to 90%

About **ApexonHealth**

ApexonHealth helps Providers, Payers, and other healthcare organizations harness the power of AI-technologies. This drives reduced costs, better cash flow, and increased customer satisfaction. ApexonHealth's Newton AI platform integrates machine learning, Robotic Process Automation, and Business Process Management. Solutions let customers modernize their back-office without the need for costly system integration.

Headquartered in Southfield, MI, ApexonHealth is the healthcare division of Technosoft Corp. The company has 14+ years of healthcare experience and 6 global delivery centers in the US and India. More than 80 healthcare organizations trust ApexonHealth. ApexonHealth is a member of HFMA, HBMA, AHIMA, AAHAM, AAPC, MGMA, AHIP and CISA. To learn more, visit Apexonhealth.com.

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