

Title	Details [ Customer Service Desk – Telecom Industry ]														
Introduction	Leading Telecommunications and Broadband company, providers of long distance service, wireless, high-speed Internet and cable were in the process of consolidating their 12-customer care center into one single point “Customer Service Center “. The existing manual lead management system was to be replaced with an efficient, automated system to track and contact the prospects.														
Solution	Mindspring inc Consultants following ITIL guidelines and industry best practices designed & delivered automated solutions to track calls and route it appropriately for faster and smoother resolutions. Our team consultants joined efforts to consolidate the existing customer and product information into one system with a central repository for operations and support, integrating Accounting, Billing, Sales and Marketing departments.														
Technology & Tools	The solutions were crafted on Remedy ARS 4.x, Helpdesk 4.x and upgraded to 5.x. System was integrated with the external billing applications, email systems, pagers and other third party applications														
Mindspring efforts analysis	<table border="1"> <caption>Mindspring Efforts Analysis</caption> <thead> <tr> <th>Effort</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Requirement Gathering &amp; Analysis</td> <td>45%</td> </tr> <tr> <td>Designing</td> <td>18%</td> </tr> <tr> <td>Meetings</td> <td>18%</td> </tr> <tr> <td>Prototyping</td> <td>5%</td> </tr> <tr> <td>Documentation</td> <td>10%</td> </tr> <tr> <td>Implementation</td> <td>4%</td> </tr> </tbody> </table>	Effort	Percentage	Requirement Gathering & Analysis	45%	Designing	18%	Meetings	18%	Prototyping	5%	Documentation	10%	Implementation	4%
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Client Says	<p><b>“ We are able to resolve Customer problem faster and better with help of mindspring inc service desk solution. Their thorough understanding of our business needs and environment clearly proves itself in the complete value added solution“</b></p>														