CASE STUDY

CribMaster Support Solutions for a Fortune 100 Machinery Manufacturer.

*"The CSE CribVending Support team is the best. They always take care of all requests in an extremely timely fashion. **Many other support teams could learn a lot from this team.** Always appreciate what they do for us!"*

CHALLENGE

In response to the overwhelming internal and external CribMaster support requests faced by a Fortune 100 Machinery Manufacturer, the CSE Software help desk support team emerged as a transformative solution. The manufacturer grappled with managing a substantial volume of requests from both internal teams, external vendors, and suppliers for over 400 CribMaster vending machines.

SOLUTION

The implementation of the CSE Software help desk support solution seamlessly integrated with existing systems, work flows, and security updates and requirements bolstered by customization efforts to tailor the database and reporting to the manufacturer's specific needs.

The key features of the support solution became instrumental in addressing the challenges at hand. Offering a 24/7/365 live answer system with no menus, prompts, or hold times, and ensuring that all support analysts are based in the U.S., our solution delivered prompt and efficient resolutions. The CSE help desk support team handled badge access requests for over 800,000 employees, database management, remote CribMaster application maintenance and troubleshooting, security monitoring, and custom reporting.

RESULTS

The impact was significant, with ticket resolution time slashed by over 50%, enhancing overall operational efficiency. Another notable result was the significant improvement to customer relations as the CSE help desk support team was acting as an intermediary between the end user, vendors, and CribMaster technical support. Notably, the end-users expressed their satisfaction through a remarkable customer satisfaction rating of 99%.

In essence, the CSE Software help desk support team has not only met but exceeded the expectations of the Fortune 100 Machinery Manufacturer, revolutionizing the way they manage and maintain their extensive inventory management database and vending machines.

50%
REDUCTION IN TICKET RESOLUTION TIME

99%
CUSTOMER SATISFACTION RATING

CONTINUOUS IMPROVEMENT

Continuous improvement initiatives have further fortified the security and management of the manufacturer's database, providing a comprehensive solution to their multifaceted support needs. The success of this implementation has positioned CSE's help desk support team as an invaluable partner. Ongoing collaboration is geared towards addressing evolving needs and ensuring effective scalability.