



## **Becoming a Proactive Software Solutions Provider - An XYPRO® Technology Corporation Case Study**

**How PhaseWare helped this consulting/software company become proactive vs. reactive to their customers' needs.**

### **Business Environment:**

XYPRO® Technology Corporation provides consulting services and software products to companies who manage and transport business-critical data on a large or very large scale. Committed to developing mutual respect and accomplishment, XYPRO delivers products and services that help people comprehensively enhance their professional lives and that help companies improve their competitive edge via greater efficiency. XYPRO specializes in Security Software to improve HP NonStop Server environments.

### **The Challenge:**

With a growing business and more new customers, Xypro needed a mechanism to:

- keep track of all the different support questions coming in
- find out who was taking care of the customers
- help support personnel resolve issues in a timely manner
- track issues from beginning to end
- allow sales personnel to focus more on generating new revenue vs. support
- provide a high level of security between customers
- take them from a reactive support mode to a proactive role with customers.

If a customer had an issue and went straight to the CEO, everyone dropped everything and focused on that customer, which was very disruptive.

### **PhaseWare's Solution:**

Since using PhaseWare's **Tracker, Event Engine, and Self Service Center** products, Xypro has been able to truly get a handle on their growing company's support needs. To help meet those needs, PhaseWare has provided these noted solutions:

### **Solution #1: Ability to keep track of issues and resolve them quickly**

Steve Campeau, an IT Project Manager at Xypro, says that PhaseWare has added strategic value to their business by “providing a great product that helps us manage our business and support better.” They are able to see trends of which customers are going to be affected by a particular release based on case load. When asked if PhaseWare has shortened their resolution turnaround time, Steve answered, “Yes, 100% reduction in time to solve (issues).” With PhaseWare’s Event Engine product, they are able to notify agents when a new issue comes in, change the status, and produce alerts.

### **Solution #2: Ability to provide beginning to end problem tracking**

Having the ability to track problems all the way through from beginning to end was a high priority for Xypro. Steve Campeau states that PhaseWare is “**one of the better companies I’ve ever worked with.**” They provide an end-to-end solution for problem tracking. You can use templates for both Development and QA processes.” In describing the life cycles of a defect, Steve now says, “One product can track this entire process once fully implemented.”

Xypro’s customers are very pleased with the Self Service Center product too because it enables them to log new problems and check the status themselves. Steve says, “Customers are happy they have a case number they can track with. Some customers required this from us (before) and we weren’t able to provide it. So they’re pretty happy now!”

### **Solution #3: Ability to help sales staff concentrate on sales**

For Xypro, this was crucial. With no clear method of taking/tracking support calls before, the sales staff was spending more and more time trying to solve customer issues than on their highest priority, new revenue. Now, with assigned customer support personnel using Tracker, there are fewer complaints from the field and communication has improved greatly.

### **Solution #4: Ability to provide a high level of security**

It was important to Xypro to maintain the files and application in-house because of contractual obligations with their customers. Even with customers using the Self Service Center product, PhaseWare ensures that customer A is not able to see customer B’s issue. With Xypro having both distributors and employees out in the field, they are able to ensure that distributors are only seeing what they need to see in their region.

In summary, Steve Campeau says that PhaseWare “really understood our business and the challenges and pains of a growing software company and the importance of staying close to and keeping customers happy.”