TeamSupport

QC Software Offers Warehousing & Distribution Solutions While Building Business Relationships That Last a Lifetime

Streamlining Supply Chain Operations One Link At A Time

QC Software was founded in 1996 on a vision to provide a standard supply chain automation solution that was modular, easy to configure, platform independent, and economical. Today the company has grown to be a leading innovative software solutions provider for warehousing and distribution, streamlining supply chain operations with the lowest total cost of ownership in the industry.

The team at QC Software works closely with customers and partners to design, develop, market, install, and support the best possible WES/WCS solutions.

With the inherent belief that a satisfied customer is its greatest asset, QC Software is committed to providing the necessary tools for improving businesses by designing effective software for warehouse and distribution execution and control systems.

And it's all based on integrity and value meant to last a lifetime.

The Business Challenge

E-mail was the "ticket management system." With no dedicated support team, developers were serving that purpose, taking their attention away from product enhancements and new systems integrations to solve issues. Consequently, there was no tracking of tickets, determination of status, or visibility into trends. In addition, there were no adequate methods of communication internally among departments or externally with customers.

Updates among co-workers were in passing—at the water cooler, so to speak—and if and when an issue was resolved, there was inconsistency in notifying the customer.

"One of our core principles is that we believe a satisfied customer is our greatest asset," said Deidre Esteves, QC Software's customer support manager. "But we were having a difficult time delivering consistent customer support. We knew we needed a dedicated support team and a true B2B ticket management software solution to deliver on that promise."

> *"The knowledge that the TeamSupport system holds is so valuable to our business and to helping us build and sustain our customer relationships. We would never want to entrust it to another solution."*
>
> - Deidre Esteves, Customer Support Manager

It's All About The Results

"Since implementing TeamSupport, we are now accountable to our customers," says Alain Alejandro, SQL/Support. "We can refer back to past tickets, helping to inform support." There were other benefits as well.

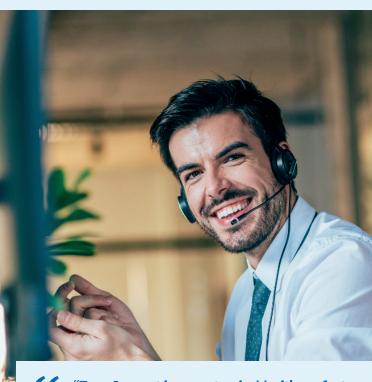| **Valuable knowledge** stored in one place | **Access to information** anywhere anytime with secure login | **Consistent trackability and accountability** for the support team | **Shortened response times** and consistent status updates | **Robust Knowledge Base** for all relevant resources |

Words of Advice From QC Software

"Understand what type of support the provider(s) you are considering offer, not only during implementation and onboarding, but on an ongoing basis. It's one thing to put on a good dog and pony show on the front end but if they can't back it up with ongoing support, then you won't really have a true business partner."

"The customer support system you have is representative of your company. If it doesn't enable exemplary customer support, then your customers will question what kind of product or service they are actually getting from you."

"Take advantage of free trial periods to get a feel for how the solution will work for your support organization. Make sure all of your customizations work seamlessly before releasing it to your customers."

> "*TeamSupport is so customizable, it's perfect for B2B companies. Our customers feel like they have an entire department looking after their needs.*"
>
> - Alain Alejandro, SQA Support

TeamSupport

Award Winning Solution

See It In Action