

## Misys dramatically reduces resolution time for high priority cases using Salesforce Service & Support



“The unified view has enabled the company to reduce our customer response time, enhance the end-to-end customer experience with Misys—and increase customer happiness.”

— Kimberly Jansen  
CRM Program Manager

### Industry

Technology

### Geographies

Global

### Challenge

- ❑ Merged two business units which had different support processes, different configurations of Salesforce Service & Support and different portals
- ❑ Create one common portal for Misys Banking Systems' customer base
- ❑ It all had to be designed, developed and launched in only five months

### Solution

Misys, one of the world's largest providers of industry-specific software, deployed Salesforce Service & Support to 1,000 professionals worldwide in its banking business—Misys Banking Systems—and created a 24x7, world-class customer support portal.

### Results

- ❑ Dramatic reduction of the average turnaround time on high priority cases
- ❑ Average use of the portal among the Misys product groups has risen from 19 per cent to 55 per cent
- ❑ Increase in the volume of cases coming into Misys via the unified portal by approximately 2.5 times in 10 months
- ❑ Information now reaches the Misys support groups many times faster than it did 12 months previously
- ❑ Reduction in the cost of supporting a global customer base
- ❑ Increased customer satisfaction

Misys is a leading global software product and solutions provider, with around 6,000 employees serving customers in more than 120 countries. The company has more than 25 years experience in developing software products for major industry-specific markets and combines in-depth understanding of customers' industries, markets and needs with operational skills in product development and product and talent management.

Misys Banking Systems is a top five global banking software and services vendor, serving more than 1,200 customers in 120 countries around the world, including 49 of the world's top 50 banks. To meet customers' demanding goals, Misys Banking Systems supplements its state-of-the-art solutions with continuous support. Running 24x7 across international boundaries and time zones, a global network of helpdesks and support use leading-edge Web technology to ease the logging and tracking of all customer support requests.

And Salesforce is behind it. The story begins when Misys brought together two banking businesses. Each business unit had different support processes, different configurations of Salesforce Service & Support - and different portals. When the two lines of business were merged in January 2006, the business requirement was to create one common portal for Misys Banking Systems' customer base. The challenge was for it all to be designed, developed and launched in only five months.

Kimberly Jansen, CRM Program Manager, Misys Banking Systems, explains what lay ahead. “We had two separate portals, although they sometimes supported both sets of customers, depending on which products the customer was using,” she says. “Both business units had identified the need for additional functionality from the standard Salesforce Service & Support. The challenge was that one portal was custom built using the API, .NET, served from our Misys.com web host. The other portal was based upon the standard Salesforce out-of-the-box portal, but was extended with ASP pages for additional functionality. Once time had been set aside for design considerations, we only had two months to build the unified support portal.”

### Point-and-click customization

As any Salesforce customer will testify, implementing, customizing and integrating Salesforce is very straightforward. By relying on the point-and-click customization, together with comprehensive service lifecycle functionality, Misys was able to build its own process independent, custom portal which was fully integrated with internal systems. The team also created its own AppExchange application to drive and manage the content of the portal. All in only two months.

So how does it work? When a customer has a support enquiry, they submit their case details on the secure, personalized portal. The case is automatically assigned to the Global Contact Centre or to one of the support teams in Europe, America, Asia or another location, based on the customer's geography, product where the issue is logged for, area of expertise and availability. The local service desk aims to resolve the case during this initial enquiry in pre-determined timescales, managed and controlled by contracted Service Level Agreements, using the single customer view and an extensive knowledge management system.

If the case cannot be resolved on the spot, all of the details surrounding the case are automatically passed to a second level team for more detailed technical analysis. They use the remote access into the customer's systems and other tools either to resolve the case or organize a “fly to site” team to visit the customer's premises and resolve the enquiry. “Any critical case that is received by our Global Contact Centre is logged via the Portal, through which we can ensure we maintain a level of support of the highest quality for our customers.” says Jansen.

Misys has carefully considered how best to customize the system to meet its needs. Among the many fields, tabs, records and workflows that have been adapted, when customers log on, they can sort their cases by column headings, search on cases, there is a visual aid to identify the highest priority cases and additional data and reports are available directly on the case listing. Customers also benefit from fast, enhanced solution searching by case category, and Jansen and her team have even added a ‘solution rating mechanism’ to help determine how well particular solutions meet customers' needs.

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### Reduced cost of supporting global customer base

The results from using Salesforce Service & Support validate the value of the multi-tenant system. The cost of supporting a global customer base has been reduced, customer satisfaction is rising, service and support is now faster, more effective and more efficient. And portal adoption has risen dramatically. For example, even after only six months of being live, average use of the portal among the Misys product groups has risen from 19 per cent to 55 per cent. One customer was quoted as saying, ‘Do I find that the enhanced version of the portal has increased the likelihood to use the portal to log and follow up on issues logged with Misys? No, because we already find it indispensable!’

There is firm evidence to substantiate the success of the portal too. First, the average turnaround time on high priority cases has dropped dramatically—including the time during which Misys is waiting on the customer to supply information regarding the problem. Second, the percentage of cases coming into Misys via the unified portal has even risen to more than 79% for some product areas in 10 months. Third, the self-service environment is also boosting productivity: customers are able to respond much quicker on information requests from the Misys helpdesk, the result being that information is reaching the Misys support groups many times faster than last year, which enables them in turn to respond faster to customers’ needs.

“The bottom line benefit of using Salesforce Service & Support is that we have one view of all Misys Banking Systems customers,” says Jansen. “The unified view has enabled the company to reduce our customer response time, enhance the end-to-end customer experience with Misys -and increase customer happiness.”

#### For More Information

Contact your account executive to learn how we can help you accelerate your CRM success.

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