

Internet Service Provider - 3

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The client is an Internet Service Provider established in 1998. They are one of the fastest growing ISP's in the UK now, with over a million registered subscribers. They are right now the fifth largest ISP in the UK. The client is a REAL ISP, meaning that they own their entire operating infrastructure and telecommunications company. They build and maintain their own systems; therefore they are able to plan the infrastructure well ahead of customer needs. Their technical capacity is designed to be at least 45% ahead of subscriber expectations.

Objective

- Registration Instructions/Help for new customers.
- Using tools to troubleshoot/resolve customer's issues.
- Technical Support is provided for connectivity related issues as well as e-mail and browsing.
- We also excel in providing on-demand tech support, especially when virus related problems arise.

Target Personnel

Home and Business Users

Achievements

TildaMainstay initially started of with 20-member team, well trained with their products and tools. We have expanded to around 30 members now. We started achieving the required SLA's / KPI's within 4 weeks of the project going live. Our current service levels touch 100% everyday. The client currently is talking about moving their broadband support to our Call Center.