ProServiceIT Improves the End-to-End Customer Service Experience
ProServiceIT keeps customers satisfied and loyal, drives down costs, and boosts service levels.

ProServiceIT today announced that they have strategically integrated their people, processes, and technologies to insure their customers realize the full benefits of their partnership. Recognizing that even the best technology cannot fix disjointed processes, they are constantly analyzing and optimizing their service delivery processes to make their people more effective and customer satisfaction greater. People from different departments working towards common goals, measures, and service processes are optimized across their service supply chain, vendors, and valuable partnerships.

"Our Technical Account Managers focus on ensuring that our onsite service technicians have the right skill set and are properly dispatched the first time with the right information and parts, which is critical to both customer satisfaction and service profitability," said Ed Crawford, Sales Executive of ProServiceIT."

ProServiceIT can also quickly and easily identify what level and type of service their customers are entitled to. This ensures that they meet their contractual SLA requirements and don't under deliver service. In addition, utilizing today's mobility solutions, ProServiceIT also gives their field technicians real-time access to critical service data 24x7 that allows them access to important client information while the technicians are onsite.

ProServiceIT has improved the end-to-end customer service experience through their managed processes and technologies in the following areas:
- Call center management
- Workforce management (including scheduling, dispatch, and other field service processes)
- Parts planning and forecasting
- Reverse logistics management (including returns and repair management)
- Contract management

About ProServiceIT, LLC:
As a leading information technology services company, ProServiceIT brings IT requirements and initiatives together. ProServiceIT offers comprehensive IT solutions to a vastly growing customer base of Fortune 500 and emerging small to mid-sized organizations. For more information, please visit www.proserviceit.com.

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