



Customer-Ticket.com

Success Story of Multinet Security Technologies Asia



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The Customer

Multinet Security Technologies Asia Ltd is a Hong Kong based IT company providing server system security service, data centre security support services to businesses.

The Challenges

Before the adoption of our on-demand cloud solutions, communications between support team and customers rely on emails and telephone. Issue tracking are maintained in computer spreadsheet files. Mobile staff lacks solution to update progress in real-time when working out of office.

Issue tracking and follow up sometimes fail to meet promised timeframe and SLA (service level agreement). Collaboration within support team requires manual arrangements. Co-ordination work is tedious.

The Solution

After they migrated their issues tracking and monitoring processes to our hosted centralized solution, their support team can access the cloud system to update work progress, issue status, issue resolutions, even when the support staff are on the go.

Issues are classified with unique ticket ID for easy follow up. Communications are presented with complete audit trail history for easy reference, enhancing service quality and efficiency. System email alerts allow customers to receive automatic notifications. SLA is enforced for each client. Ticket filters are created to automatically route tickets to respective departments or personnel, to perform automatic upgrade or downgrade of ticket priority, and to auto reply with canned responses, based on meeting pre-defined criteria.

As a result of our solution deployment, customers give very positive feedback on the improvement of service quality and responsiveness.

With SaaS solutions, we increase the team productivity; bring about higher work mobility to the mobile support team, shorten the response time to issue tracking and resolutions.

If you have any questions, feel free to talk to us at [Customer-Ticket.com](https://www.customer-ticket.com)