

PROJECT OVERVIEW

Excellence in providing remote technical support

Our client, a provider of remote service and support to consumers, needed a coherent solution to help it meet the increasing demands of a fast growing business, while making the best possible use of its competitive edge through technology. Our job was to come up with a business automation and optimization solution that would keep the clients of PlumChoice happy, and help the company increase efficiency.

The Client

Founded in 2001, PlumChoice is a leader of remote service and support to consumers, home office users and small businesses. Based in the U.S., the company has remote teams throughout

the country, with a total current number of over 600 employees. PlumChoice offers remote services into the user's own computer, while the user is connected by phone or chat to a technician. The company gives 24/7/365 support for all technology – including PCs, Macs, Smartphone devices, MP3 players, network devices, printers or digital cameras.

Ted Werth, PlumChoice

"Outsourcing Factory has been providing application support and a managed hosted environment for us for more than two years. The development support has driven by them from start to finish. Their support is critical to our success. Our hosted environment has been extremely reliable and has been improved to meet the fast growth of PlumChoice."

The Idea

Remote technical support services are gaining in popularity over time-consuming trips to repair shops or costly in-home repairs. PlumChoice offers remote services into user's own computer while the user is connected by phone or chat to a technician to manage their computer issues and remotely solve any problems. Their teams can manage over 370 software applications and any accessories attached to the computer.

The Challenge

Our client needed to effectively scale their business to meet their demands and their growth objectives, while leveraging technology as a competitive advantage. The client needed a business automation and optimization

solution with complex business logic, flexible management, and the ability for continuous scaling at a moment's notice.

The Solution

The integrated CRM/ERP solution tailored by our team manages the Citrix GoToAssist virtual connection between the agents, technicians and their customers. Further, the application allows for the successful integrating with PlumChoice's billing application, credit card processing, and back-end systems. The flexible architecture allows for future integrations as the client's business model adapts to future needs.

Our managed team of developers and testers ensures permanent contact with the customer, follow-the-sun support to any customer situation that requires intervention, and on time communication while delivering at the highest standards required. Different user access levels, the complexity of the interface and the impressive number of over 100 tables in the database are only some of the constant assessments of the maturity of our delivery model.

Since 2005 our dedicated team managed the application's development by seamlessly migrating through 2 generations of code. What is in store for the future? The next version of our client's application will be re-factored in .net2.0, thereby supporting both current and future standards, enabling our client with greater flexibility, and facilitating ease of use.

Technologies

.NET 1.1, SQL 2000, .NET 2.0, HTML, Java Script

The Results

OSF Global's partnership with the client has partially led to their current successes. Rapid, quality-controlled deployment, adherence to deadlines and project timetables, and a solid communication platform has powered the trust of our business relationship.

Winning numerous customers, and attracting attention from large organizations who want to augment/replace aspects of their support services, is a clear statement to the success of our customer, and a competitive edge that we have contributed and committed to for long-term growth.