

## CASE STUDY

# Integrated NetSuite CRM solution to deliver faster quality customer support

**Our client, a provider of remote services and support, needed a CRM solution to efficiently manage customer support activities for their business partner - a leader in fiber optics and provider of Telecom and Internet services. The OSF Global Services team played a strategic role in customizing and integrating the NetSuite CRM solution for customer support management.**

## The Client

Our client is a leader of remote service and technical support for consumers, home office users, and small businesses in the U.S. Their team is 100% U.S.-based and includes industry-certified agents who provide online support for all technology - including PCs, Macs, Smartphone devices, netbooks, MP3 players, network devices, printers and digital cameras - and the associated integration challenges faced by end users.

## The Idea

Our client's business partners include major service providers, retailers, hardware & software manufacturers, and many others.

For one of their major business partners, a renowned provider of Telecom and Internet services, our client needed a CRM solution to import customers' accounts in order to deliver and manage customer support activities in an efficient way.

## The Challenge

The OSF Global Services specialists had to work on two integration modules: first was the integration of the web services provided by the business partner with our client's internal sales portal; second, our developers had to integrate a flexible customized CRM solution that would help our client import their partner's customers accounts in order to facilitate fast efficient customer support.

## The Solution

The OSF Global Services developers customized and integrated a NetSuite CRM solution for better customer support management. Customers and cases were created dynamically in NetSuite using SuiteTalk, and both sets of records were customized for our customer's need by adding custom fields. Our specialists implemented logic for closing a case by adding filters, notes and work time for each support technician, quotes, statuses, etc.

## Technologies

- NetSuite CRM
- NetSuite SuiteFlex (SuiteBuilder, SuiteScript, SuiteTalk)
- .Net Framework 3.5
- Partner Web Service integration
- Ajax
- SQLServer 2005

## The Results

Our customized NetSuite CRM solution helped our client deliver rapid, transparent and quality customer support service. Being a successful collaboration, this has also strengthened their business relationship with their partner. Our client wins recognition in the market for its quality support services and commitment to building life-long partnerships.