Integration Transforms the Customer Experience
Integrating disparate cloud / on-premise systems improve visibility and satisfaction

Company

Medical device and life sciences company

Business Pains

To re-engage their customer base, sell more services, and position themselves to offer new solutions in the new future, the company needed to offer a better customer experience.

Solution

- Leveraging Oracle Web Center Portal and SOA Suite,
  - Integrated 6 siloed data warehouses and application suites.
  - Provided secure, role-based access to needed data and self-service tools through a unified portal.
  - Improved end-user networking through social collaboration tools.

Customer Benefits

- 10,000+ new subscribers in 2 months – exceeding goal by 1500%.
- 50% increase in customer satisfaction.
- Better management of field engineers' time, lowering total cost of service.
- Improved scheduling of product promotions, bundles and sales add-ons.

For more information, contact solutions@keste.com

The portal gives customers another reason to do business with you.

75%
Support requests now logged through portal

Finally, we can deliver a total digital experience through smart integration of the service portal.

-- IT Director