ERP

BI & EPM

Middleware

CRM / CX

Managed Services

Infrastructure

SGI Optimizes Customer Case Management with Global Solution

"We have received extraordinarily positive feedback from the Customer Service Representatives on the ease of use and functionality of the application."

Mike Wade, SGI Business Lead

Silicon Graphics Incorporated, San Jose, CA

SGI is an American manufacturer of high-performance computing solutions, including computer hardware and software. SGI focuses on helping customers solve demanding business and technology challenges by delivering technical computing, Big Data analytics, cloud computing, and petascale storage solutions that accelerate time to discovery, innovation, and profitability.

– Founded in 1999
– More than 1,000 employees

Oracle Technologies

– Oracle Service Cloud Agent Desktop
– Oracle Service Cloud Portal
– Oracle Knowledgebase
– Oracle Tap
– Oracle SSO
– Oracle EBS

Services Provided

– Core configuration
– Integration development
– Core object migration
– Solution architecture
– Demo assistance
– Use case validation

Business Needs

Silicon Graphics Incorporated (SGI) is primarily a service-oriented company; any missed Service Level Agreements impacts its budget. As many organizations have moved their infrastructures into the Cloud, the potential revenue base of companies like SGI has shrunk.

The use of an on-premise, antiquated system created significant setbacks for SGI's growth, including:

- Antiquated and inefficient case management for SGI customers
- Negative impact of Service Level Agreements
- Negative impact in customer retention, resulting in loss of revenue

Services & Benefits

In order to maintain a positive revenue base, as well as customer satisfaction, SGI made the critical investment in a world-class service application platform. SGI enlisted Serene to provide a fully-integrated, global solution for customer case management.

With Serene's help, SGI's cases are now tied to serialized hardware and components that allow identification of the level of support, driving Service Level Agreements for customers. This global implementation of a serialized system provides SGI the ability to determine availability of Field Service representatives based on region, skill set, and security clearance so that cases can be resolved accurately and on time. The system also scans global warehouses to determine, based on the customer location, part availability, as well as which warehouse to ship from in order to provide the most cost effective, efficient ordering process.

Additional benefits provided by Serene's implementation of this solution for SGI include:

- Derivation of price quotes from UPS and DHL
- Automatic notification when a case is assigned
- Increased capability to search cases and installed components
- Case creation within the Portal
- Ability for any customer contact to create, view, and update cases from the Portal
- Ability provide accurate knowledgebase self-help articles and restrict access based on the customer's level of support

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