

Success story

Aspen solutions uses Atera as a force multiplier to resolve customer issues faster

2 min read



Industry Business Solutions

Solution Atera as a Force Multiplier

Challenges

- Scattered communication among technicians and sales
- Difficulty quantifying productivity in hybrid work setting
- Visibility into ticket statuses of customer issues
- Support growing number of customers with current headcount

Benefits

- Enhanced collaboration among sales representatives and technicians
- Greater visibility into the ticket pipeline with AI auto-tagging
- Proactive maintenance led to a dramatic reduction in number of tickets
- The power of real-time insights helped maximise sales team performance
- A force multiplier that improved ticket-to-technician ratio

KPI: Improved NPS score

Aspen Solutions is a Scotland-based company that provides end-to-end business solutions, including hardware and software implementations and services. They pride themselves on being a customer-centric company by providing high-quality, in-house-like IT services to their clients.

The growth in their headcount and clientele, plus the need to keep up with evolving technology and provide hybrid work options, had Aspen facing challenges with scattered communication, low visibility into their technicians' work, and difficulties quantifying productivity.

To improve their processes and boost customer satisfaction, they chose Atera as their IT management platform. Atera enables technicians to collaborate on tickets, report specific issues, and use IT-specific resources to log, analyze, and resolve issues together. Atera acts as the glue between Aspen's technicians and eliminates redundant work among technicians at all levels.

As a result, the entire workforce of Aspen Solutions is synced, and a once predominantly reactive team has become proactive, allowing them to close more tickets than ever before. Aspen's use of Atera has allowed them to scale their business, improve collaboration and productivity, and, most importantly, provide stellar customer service. With the enhanced visibility that comes with Atera, it has opened sales opportunities for Aspen who can see what problems are happening, feedback to sales, who can propose new projects or on-the-spot solutions for their customers.

“Before Atera, we added management and bodies. Now, we have greater visibility, we do more automatically, and resolve more tickets faster than ever before.”

John Clark, Head of Business Improvement
Aspen

