

How Covestic Helped Epicor Dramatically Improve its Customer Experience with ServiceNow Customer Service Management

Epicor, a world class software company working with some of the world's most valued brands, including Ace Hardware, Energizer, Hyatt, Jeld Wen and True Value, asked their customers for feedback (via surveys) about how they could improve their customer experience. The survey results revealed there was an opportunity for Epicor to significantly enhance their customer experience if they were able to reduce initial response times and increase the timeliness of communications.

To achieve this, Epicor chose ServiceNow® Customer Service Management technology to improve responsiveness and service delivery, increase support technician productivity and automate standard processes. They partnered with Covestic to ensure a smooth implementation.

A team of analysts from Forrester conducted a Total Economic Impact™ study* to evaluate the results of this implementation.

Highlights include:

- 1 In three years (risk-adjusted), Epicor expects to achieve a 104% ROI, 3% incremental revenue growth, 1% improvement in customer retention and a three-fold improvement to reporting and tracking.
- 2 Consolidation of more than 10 CRM-based support systems and 50 customer portals into a single global support platform for their 20,000 customers worldwide.
- 3 Improved customer service experience by resolving issues fast. Common questions are addressed quickly via self-service options. More complex questions are routed to the right teams using automated workflows.
- 4 An increase of 10 percentage points in Net Promoter Score (NPS) in the first 10 months.
- 5 Increased agent productivity by providing better access to customer information, including their transaction data as well as support history.



When it was time for us to take our customer service delivery to the next level, we determined that Customer Service Management was the right approach and ServiceNow was the provider to deliver it. To ensure we maximized that investment, we chose Covestic as our trusted partner to help us successfully implement and roll-out what has been a game-changer for how we service our customers."

– Chris Orr, Vice President, Support Strategy, Epicor



EPICOR CONSOLIDATED
10+ CRM PLATFORMS



EPICOR IMPROVED
NPS SCORE BY
10 POINTS

* Total Economic Impact of ServiceNow Customer Service Management, How Epicor Software Achieves 104% ROI by Transforming Global Customer Support, June 2017.