

Success Story

EMERASOFT

Emerasoft is a fast-growing player in the Italian IT marketplace. Before signing up as distributor of Newired, Emerasoft introduced it as support tool to train each employee in the activity reporting system, where they track their day by day tasks. This system is based on a popular ALM platform. The outcome was a reduction of support requests to the internal help desk: 54% reduction on phone calls and 38% reduction of e-mail interactions.

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BACKGROUND: GROWTH ISSUES



Emerasoft is a leading player for IT products and services in Italy. Since 2005 its growth has been steady. Up to few years ago, it was easy to monitor the activity of each employee, but, as the recruitment grew and the tasks became even more specific, the necessity of timesheets became crucial. For this reason, they started using Polarion, a selected section of the ALM platform, in order to register daily activities.

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THE PROBLEM: SUPPORT STAFF IS OVERWHELMED

After some time, the administration registered a high number of mistakes in the fulfilment of the spreadsheet. The internal support team was not able to manage all the requests and in only one month these grew by 42%. The ALM platform is an extremely customizable tool, but it needs an adequate training to be used properly. Therefore, the HR manager of Emerasoft became aware of the need of a dedicated training.

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FIRST TRY: TRADITIONAL TRAINING METHODS FAILED

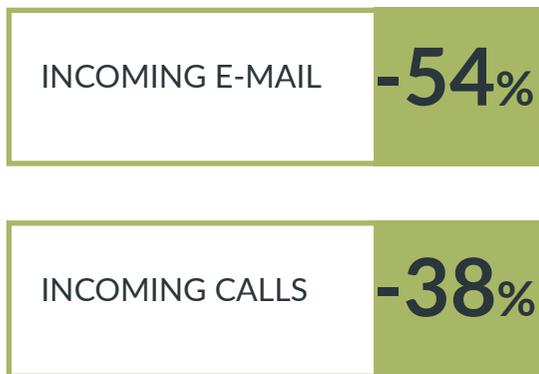
Emerasoft went thru the traditional training methods, including videos, manuals, support and company classes, with significant effort and cost, without the desired outcome. The employees forgot early the information acquired with the videos and Emerasoft had to face this with an increased engagement of the support.

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THE SOLUTION: INTRODUCTION OF NEWIRED

The HR manager in Emerasoft found Newired and, after the failure of the traditional methods, deployed it as a solution to introduce continuous training, with no waste of resources. He starts a brief course about the creation of guides, aimed at the support team.

5 RESULTS: SUCCESS



Emerasoft, thanks to Newired, reduced the number of support requests and in the meantime decreased the number of mistakes made by each employee in the timesheet. This made the use of activity spreadsheet much easier and faster in the brief and in the long time.

The Customer Care is designed to create Journeys to guide users throughout the procedure of drawing up the activity paper. In the Polarion platform users can access Journeys wherever they need help. The learning curve of employees become stable since the early days after the adoption of Newired and the requests of support were drastically reduced. The incoming calls reduction was 54% and e-mail reduction was 38%.

“We’ve been really impressed about how fast Newired solved a pretty annoying and time consuming issue for us. We measured significant savings, a better quality and, last but not least, a friendlier bureaucracy for our employees.”

Luca Bassini, CEO in Emerasoft