

Global Software Giant seeks Strategic Partner to handle End-of-Life needs on interactive media services and hardware



The Client: As one of the world's largest software companies, this client has a major presence in on-line internet services and solutions. One of their divisions pioneered the delivery of interactive services such as multi-media, internet/web, email, etc...delivered to the TV through connected devices.

The Situation: The client developed products that provided internet without a PC, delivering interactive services and internet through a TV and their hardware devices. With the rapid change in advances to internet delivery technology, although a large consumer base was developed, sun-setting the product lines and creating an end-of-life support strategy was necessary.

The Alternatives: The client needed a way to continue to support and maintain the hardware and software interactive services for its install base without utilizing new revenues to support older end-of-life/legacy product. The client considered keeping support in-house, but did not want to incur costs, utilize support resources, and consume facility space for the support of the legacy product.

The client considered utilizing a current outsource partner, adding the products support needs to the mix, but worried that it would not receive the one-off focus it required. They also were unsure current partners could take over the entire scope of support and delivery desired.

The Solution: Because of S2G's niche focus on technology and consumer electronics support, S2G was asked to take over the program. With years of experience in end-of-life and legacy support services that covered contact center and logistics services, S2G fit the need to provide a complete solution vs. a partial and/or multi-partner solution.

S2G took over all support requirements of the product lines. This involved ownership of all logistics fulfillment and repair of product, parts, and accessories, housing the operation from the S2G U.S. based logistics facility.

S2G also took over all contact center support, providing support from S2G's U.S. based Customer Response Center. Call Center agents handle all levels of technical support, customer service, billing, repair management, parts/unit replacement, etc. S2G's repair technicians handle RMA's, repairs, and fulfillment and unit disposal/scrap for warranty and out-of-warranty logistics services needs.

The Result: With the client still having a significant presence in interactive services, software multi-media, and hardware, the protection of the client's brand was of the utmost importance. Striving to achieve a net zero support structure was also a key objective of this end-of-life program. S2G achieved client requirements in both areas, meeting and exceeding program expectations.

- S2G created a cost neutral support solution with a net zero cost for product support, saving millions.
- Quality has always been above CSAT requirements of our client, ensuring protection of the brand.