# birlasoft

## Customer Success Story

# JUNIPER
## NETWORKS®

Juniper Networks wanted to increase customer satisfaction levels through a superior customer support solution that enabled faster resolution, more accurate issue routing, better case management and increased agent productivity. Birlasoft  helped them achieve this goal with a modernized platform that expanded their capabilities and integrated case handling across all online and offline support channels.

## Business Overview

Juniper Networks, Inc. is an American manufacturer of networking equipment founded in 1996. It is headquartered in Sunnyvale, California, USA. The company designs and sells high-performance Internet Protocol network products and services.

### Solution

- Implement optimized Service request processes across web, phone, email channels from Initiate/Define Service Request, Manage/Resolve Service to Close Service Request
- SAP CRM 7.0, Service Request management, RMA, ERMS, ININ Telephony Channels
- Optimized SR Routing engine via phone and web Integrated BI Reporting, Analytics and Dashboards with SAP BW, BO and Tableau.

## Objectives

- Accelerate Problem Resolution and reduce MTTE and MTTC
- Routing customer and partner issues to the right agent/engineer able to solve the issue in the shortest time possible.
- Replacement of the current Case Management System, including the customer and partner portal – Case Manager application
- Increase Agent/Engineer productivity using state of the art user interface and system functionality.
- Increase Customer Satisfaction through Business process improvement
- Improve Mean Time to Escalation and improve Juniper Scorecard.

## Results & Transformation

- Integrated tools, improving turnaround time and agent productivity
- Improving partner & customer engagement
- Multi-Channel Interactions (Web, Phone, Email)
- Modernized platform
- Improve customer first-touch experience and the capability to route customers to the right engineer the first time
- Optimization of case management processes
- Improved productivity due to data availability leading to reduced time to resolution
- Highly reliable business continuity

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SAP Gold Partner

ISO 9001 Registered

CMMI SM — CMMI-DEV v1.2 Level 3

SAP — Top 8 Consulting Partner

SAP — 2012 SAP Partner Impact Award Winner

Gartner — Top 20 SAP Implementation Providers

Top 25 SAP Service Providers

Top 8 Consulting Partner for SuccessFactors

SAP Asia Best Performance Award 2007-08

SAP ACE Award 2011

Ranked #7 by SAP Developers Network (SDN)

RESOURCES  ManagedServices@birlasoft.com | birlasoft.com

## Enterprise to the Power of Digital™

Birlasoft combines the power of domain, enterprise and digital technologies to reimagine business processes for customers and their ecosystem. Its consultative and design thinking approach makes societies more productive by helping customers run businesses. As part of the multibillion diversified CK Birla Group, Birlasoft with its 10,000 engineers, is committed to continuing our 150 year heritage of building sustainable communities.