



# CUSTOMER SUCCESS: BANKING

**Industry-leading insurance company continues to rely on Compucom's service excellence for over 30 years.**

## **Solution:**

**Service Desk, Projects and Professional Services**

## **Challenge**

In the early 1980s, this large Midwestern insurance company was looking for alternative support solutions, with dispersed operations putting pressure on their service organization.

## **Action**

For over 30 years we have supported this leading insurance firm across the U.S., leveraging our core field services offerings, including 500+ field technicians and dedicated program management. Collaboration on deliverables and an open relationship to address changes have enabled our support to grow over the last 3 decades, fueled by our flexible support model. Part of the story is the well-defined support processes in place. Our concierge-level field service break-fix support and iMac delivery result in minimal or no surprises. What's unique about this customer is a 30-year history and the sustained, elevated CSAT—trending above 96% for the last 15 years of project work.

## **Results**

With over 100,000 devices to support, sustaining those levels of service is significant. Our account CSD says, "The customer has stated numerous times that the Compucom team has been a significant driver of their success. By maintaining a persistent group of support engineers who understand the client, we keep the integrity and flow of work intact, leading to successful project completion."

