

CUSTOMER SUCCESS STORY

Voxware



Exact MAX and Exact Synergy help Voxware deploy a worldwide integrated workflow management system to streamline their support management process.

Headquartered in Lawrenceville, New Jersey with its engineering group based in Cambridge, Massachusetts and European offices in Belgium, Voxware is increasingly the vendor of choice for large enterprises such as 7-Eleven, PETCO, US Foodservice, and 99 Cents Only Stores in the USA - and Somerfield, Argos, and Intermarché in Europe.

Business Issue

In June, 2003, Dan Carroll, Director of Customer Service and Information Technology, began looking for software tools that would help Voxware manage technical support and improve customer services for their voice technology systems. To better accommodate a worldwide, expanding customer base, Voxware needed to standardize answers to frequently asked questions, share knowledge, and minimize response time for client issues. Multiple departments, including support, service, sales, and engineering needed access to client contracts and documents. Successfully maintaining communication from multiple sources (phone, fax, email, etc.) was becoming increasingly daunting.

While upgrading their ERP deployment of MAX

to take advantage of the latest Warranty Tracking and RMA management module from Exact Software, conversations with an Exact Software Professional Services consultant led to a discussion about additional challenges facing Voxware's distributed workforce. The consultant shared how Exact Software North America was using Synergy to remotely manage projects and requests from employees, contractors, and customers with controlled visibility via the web for their entire worldwide offices. Since the latest version of Exact MAX was built to work with Synergy, the Voxware team could deploy a worldwide system that linked their back office MAX ERP System to their CRM and Customer Service tools. Following a complete evaluation, Synergy was selected.

Collaboration

The implementation of Synergy is very rapid—often times just a few weeks—and the Exact team was ready to help. Voxware began training and implementation of the new tool, and since Synergy is 100% web-architected, they were able to include staff from multiple locations without incurring travel costs.





“Synergy can do more than we thought—it can help us run our entire business!”

Dan Carroll, Director of Customer Service & IT



After learning more about the power of integrated workflow management, Dan Carroll commented that, “Synergy can do more than we thought—it can help us run our entire business!”

Deployment and the Future

Voxware is using Synergy in their North American and European offices and has seen immediate benefits. The integrated, on-line method streamlines the support management process- “it lets everyone involved collaborate on the issue, and all the input and solutions are documented and stored in a central knowledge base for use by other support personnel and eventually directly accessible by the customers themselves.”

In 2004, Voxware is planning to take advantage of the integrated websites offered with Synergy and deploy a secure customer portal that provides up-to-date order status information from their MAX ERP system and allows customers to use the Internet self-service model to request RMA's, get technical information, and learn about new product offerings

MAX is a client/server application built to support discrete and repetitive manufacturing environments,

and Synergy extends these capabilities with web-based business process management, CRM, and workflow capabilities.

Exact develops both MAX and Synergy and offers them together as an integrated solution through a single point of contact for implementation, maintenance, and support. For more information, please contact MAX at 1.855.EXACTMAX (1.855.392.2862) or visit us online at max.exactamerica.com.

For further information please call **1.855.EXACTMAX (1.855.392.2862)** or visit **max.exactamerica.com**.

© Exact Group B.V., 2013. All rights reserved. All trademarks mentioned herein belong to their respective owners.

