Optimal Connections, LLC
Support Center Assessment Case Study
<u>QAD, Inc.</u>

Background:

A passion for manufacturing drives QAD to deliver enterprise solutions expressly for manufacturers. In search of superior software for manufacturing, Pam Lopker, president and founder of QAD, was inspired to develop a better solution. That passion gave rise to MFG/PRO, the foundation of QAD's comprehensive suite of enterprise applications. And passion sparked more powerful QAD solutions that help dramatically improve operational performance.

Today, customers with more than 5,200 licensed sites worldwide rely on QAD to run global operations. For more about QAD visit www.qad.com.

The Challenge:

QAD delivers enterprise software solutions around the world, providing support to customers in over 80 countries. Since customers rely on the software to run their business, it's vital that QAD provide consistent, high quality support to their customers – wherever and whenever needed. To meet this challenge, QAD began deploying a network of Global Support Center around the world, linked by a shared knowledge base and call tracking system. Over the past several years the company acquired several partners, adding their operations into its global network of centers. This of course expanded delivery resources, but added challenges in terms of delivering consistency across the network. To be the obvious choice for global companies, QAD needed to ensure support was delivered in the same high quality manner wherever they did business.

The Solution:

QAD selected HDI's Support Center Certification standards as the yardstick for their support centers. They wanted to engage HDI's Support Center Certification program, but weren't confident that their centers could pass the minimum requirements. What was the most cost-effective way to take that "first step", identifying areas to be addressed, preparing them for the program? A support center assessment was proposed by Optimal Connections. The solution involved selecting a small group from each support center and interviewing them for strengths, weaknesses and opportunities for improvement. The results were analyzed and compared against HDI's support center standards, and a comprehensive report was compiled. The results informed QAD support – and each of the centers – about their strengths, weaknesses, and opportunities to improve, equipping them to develop the consistency and quality desired.

Benefits:

The support center assessment was fast, cost-effective, and thorough. QAD global support received a comprehensive report that presented the results, including an executive summary, an assessment of how each of the centers did in terms of HDI's SCC model, and recommended focus areas for each center. A detailed action plan was provided, with specific recommendations on how to address issues and prepare for future HDI certification.

Customer Comments:

"Optimal Connections worked with us every step of the way, from their professional proposal and action plan, to administering the global assessment, preparing the report, and presenting the results via conference calls to our centers. The recommendations have enabled us to focus on specific areas we needed to address to raise global consistency and improve operational effectiveness. The assessment was a very cost effective way to assess our readiness and prepare for the HDI certification program."

Dan Pasquerilla
Manager, Programs Office
Global Learning and Support Services, QAD