

ENZEC CASE STUDY

Service Lifecycle Monitoring

Summary

ENZEC's partnership with Service Zone has transformed the way ENZEC communicate with their customers and significantly increased customer satisfaction.

Background

ENZEC provide nationwide data cabling, electrical and networking services to the Commercial, Enterprise and Government markets. After feedback from their customers, ENZEC identified that they could differentiate their service offerings by providing quality information on the lifecycle of their service transactions 24/7.

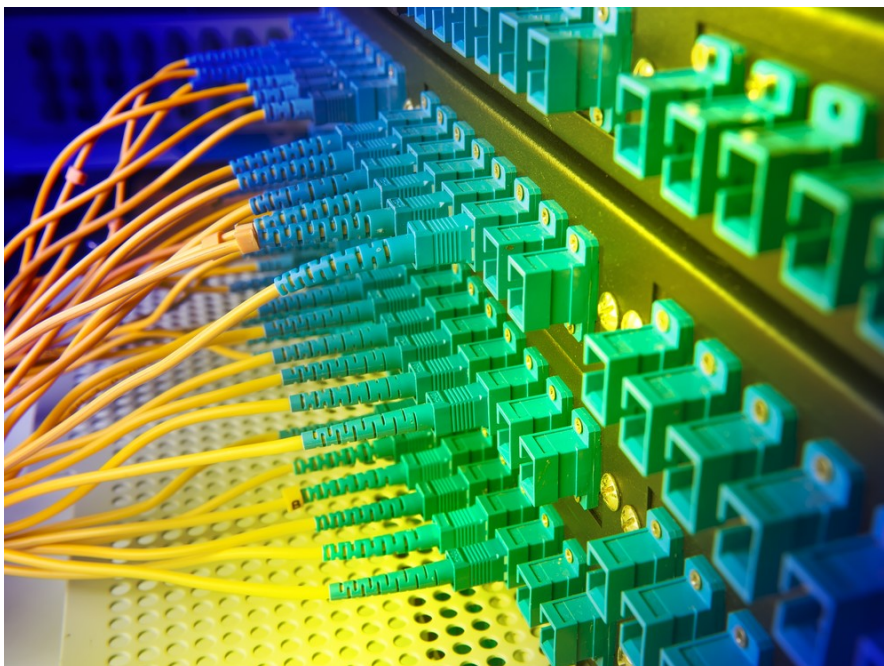
Business Drivers

ENZEC's customers wanted a self-service portal enabling them to easily request services from their catalogue, and monitor their progress against progress statuses and agreed critical commissioning dates. Customers also wanted a single point of reference for all email communications and access to a secure portal where they could make customer diagrams and documentation securely accessible to authorised users.

"Service Zone has enabled ENZEC to improve our customer intimacy and provide progress updates to our customers 24/7."

*- Steve Natoli,
Director*

enzec
NETWORKS | CABLING | ELECTRICAL



BENEFITS

- ✓ Customer self service portal
- ✓ Easy tracking of job progress
- ✓ Communications tracking with customers
- ✓ Secure storage of customer diagrams
- ✓ Documentation accessible anywhere any time

Service Design

ENZEC engaged Service Zone to design a service solution that delivered to their business drivers. Service Zone consultants mapped out the existing business processes with ENZEC and workshopped the best approach to deliver to their objectives.

Portal Configuration

ENZEC recognized that to get to market quickly they needed to take a hands off approach to development and customisation. Based on the workshops, Service Zone consultants configured the application with the service catalogue, business rules, service levels and account structure to meet their needs.



KEY FEATURES

- ✓ 24/7
- ✓ White-labeled service
- ✓ Government Approved Data Centre
- ✓ Multi-Layer Firewall

Customer & End-User Training

ENZEC engaged Service Zone to undertake Customer and End-User familiarisation sessions with their staff. To support this Service Zone also developed easy to use quick reference guides.

Government-class platform

A significant percentage of ENZEC's clients are government agencies and a key requirement was ensuring that the service would stand up to Government standards. Service Zone's application platform met this need through implementation in a NZ Government accredited secure data centre. In addition the application and data are protected by multiple layer best-of-breed application and network firewall products.

About Infrazone

Infrazone is the independent service integrator providing consulting, service desk, assurance and integration services that make it easy for Enterprise & Government to outsource to specialist service providers.

CONTACT US

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