

HDI® 2018

CONFERENCE & EXPO

CONNECTING
THE
WORLD
OF SERVICE &
SUPPORT

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Breakfast Briefing 5

Becoming a Tech Support Concierge

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Ameritas GTS Rankings

2017 - 1st

2016 - 1st

2015 - 3rd

2014 - 4th

2013 - 1st

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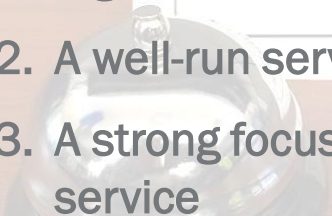
CSAT Elite 50

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The Concierge Agenda

- 
1. A great team *cierge* Tech Support
2. A well-run service desk
3. A strong focus on customer service

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- Hiring the right people
- Soft skills vs. technical skills
- Technical skills and business understanding
- Certifications
- 12-month training program
- Product knowledge
- Product testing

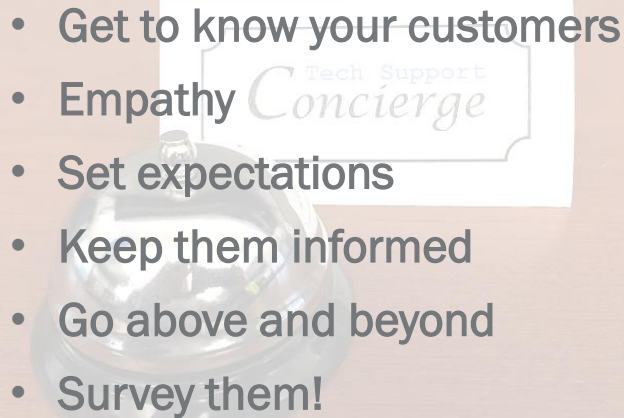
- Engagement
- Recognition
- Activities
- Development
- Camaraderie
- Work / Life



- Leadership
- Other teams
- Customers

Team	
BUSINESS SYSTEM SUPPORT	
Team Abandonment Rate	5% or less
Team Hold time	Less than 45 seconds
Team Average time to answer	15 seconds
Total Number of Support Calls	
Incidents Created	
50% of Incidents Logged	
(1) Critical	99% within 2 hours
(2) Urgent	99% within 4 hours
(3) High	99% within 1 Day
(4) Medium	99% within 2 Days
(5) Low	99% within 5 Days
BUSINESS SYSTEM QUALITY ASSURANCE	
Total Number of Rebuilds/Non-Rebuilds	
Total Number of New Systems/Reconfigurations	
Total Number of Wireless Devices	
Systems Error Free at Deployment (51 Potential Issues)	99.0%
Turnaround time for Rebuild/Non-Rebuild Systems	2 Days
Turnaround time for New Hire Systems/Reconfigurations	5 Days
Turnaround time for Phone/Wireless Card	2 Days
SALESXPRESS	
Total Work Request Completed	
Total Product Work Request Completed	
Deployment	95% Error Free
Each GTS person	No less than 5% of Errors
% of Testing Assignments Completed	
On Time Rate Release	Sign Off Date Met
Total Problems Found During Testing	
Total Problems Found Post Release	
GTS SURVEY	
Courtesy of the analyst	95% or better
Technical skills/knowledge of the analyst	95% or better
Timeliness of the service provided	95% or better
Quality of the service provided	95% or better
Overall service experience	95% or better

- Metrics
 - Which ones we measure and why
 - SLAs
- Procedures
 - Single point of contact
 - Owning incidents
 - Keeping the customer informed

- 
- Get to know your customers
 - Empathy
 - Set expectations
 - Keep them informed
 - Go above and beyond
 - Survey them!

- 
- Mobile devices
 - Computer systems
 - Other

Questions?

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