

**Customer**

A Global Support Service Provider

**Industry**

Technology

**Tech Stack:****Fishbowl Services**

Mindbreeze Consulting  
Mindbreeze Managed Services

**Mindbreeze Products**

Mindbreeze InSpire SaaS

**Mindbreeze Connectors**

Atlassian Jira  
SharePoint Online  
Smartsheet  
DocuSign



## 360 ENTERPRISE SEARCH IMPROVES CUSTOMER EXPERIENCE AND CUTS DOWN TIME TO RESOLUTION (TTR) BY UP TO 50%

A global support service provider for Oracle, SAP, and Salesforce enterprise software solutions. They were looking for creative ways to give their engineers better tools to access the volumes of information about solving technical challenges so the engineers can resolve tickets more quickly. The company asked Fishbowl to implement a Mindbreeze 360 Insight Engine / Enterprise search solution to provide more insightful and faster search results by searching multiple data sources, delivering personalized search results, and increasing efficiency for their engineers to solve customer Service Requests.

**BUSINESS PROBLEMS**

- Data spread across multiple repositories
- Inability to access/share information across departments
- Complicated platforms and tools
- Accessibility to subject matter experts

**SOLUTION HIGHLIGHTS**

- Identified subject matter experts based on a Skills Database
- Implementation of the Mindbreeze Federated Search Solution to allow their tech support team to search for relevant information from multiple data sources about a customer's issue within a single search
- Ongoing Search tuning and optimization to continue to improve results

**RESULTS**

- Quicker resolutions; Solved tickets 4-5 hours quicker on average
- Increased number of tickets solved per engineer
- Ability to create an internal story and identify who can help with specific issues more quickly
- Armed support engineers with the right data and information