HELPT CASE STUDY

Nurturing Growth, Not Grief: Helpt's Embedded Helpdesk Clears Tech Hurdles for EZ Tek's Ascent.

OVERVIEW

Helpt's mission is to transform the way businesses experience technical support. At Helpt, we believe our clients and their customers should never deal with automated voice machines or slow ticketing systems. Our human agents collaborate directly with our clients and their customers in order to provide real-time solutions. We embody the ethos of embedded Helpdesk while maintaining the benefits of outsourced tech support

Meet Mark, the President of EZ Tek, a rapidly growing Managed Service Provider (MSP). Faced with increasing challenges in tech support, Mark turned to Helpt for a solution that would not only address his immediate needs but also align with his vision for EZ Tek's future.

THE CHALLENGE & FIRST IMPRESSIONS

Before Helpt, EZ Tek grappled with common MSP challenges: prolonged ticket queues, inadequate immediate support, and limited visibility for the owner. This inefficiency was a bottleneck, impeding client satisfaction and business growth.

MEETING HELPT: A GAME CHANGER

Upon engaging with Helpt, the difference was palpable. Helpt's immediate, collaborative problem-solving method not only integrated seamlessly with EZ Tek's operations but also aligned with our philosophy of being an extension of our client's team.

"HELPT EMPLOYS HIGH-CALIBER INDIVIDUALS WITH STRONG EXPERTISE, EXCELLENT CUSTOMER SERVICE SKILLS, AND A PLEASANT DEMEANOR FOR EFFECTIVE COMMUNICATION."

THE SOLUTION AND PROCESS

Helpt revolutionized EZ Tek's tech support with an immediate, collaborative problem-solving approach. Integrating seamlessly, Helpt aligned with Mark's vision, enabling a focus on business expansion. Helpt's interaction with EZ Tek showcased their commitment to effective communication.
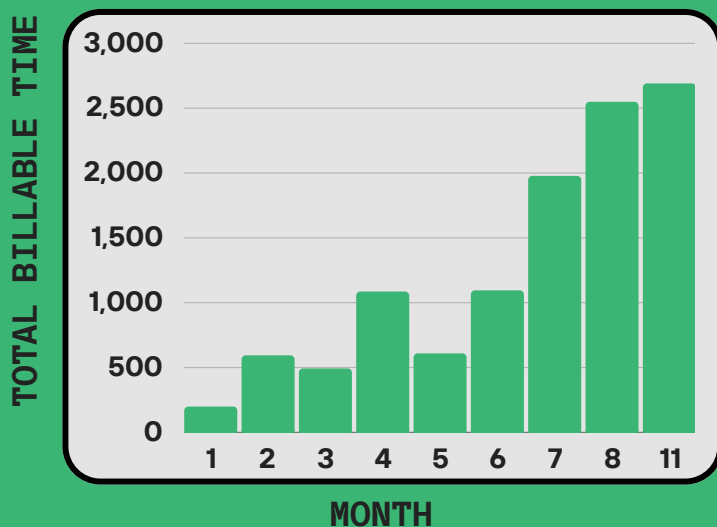
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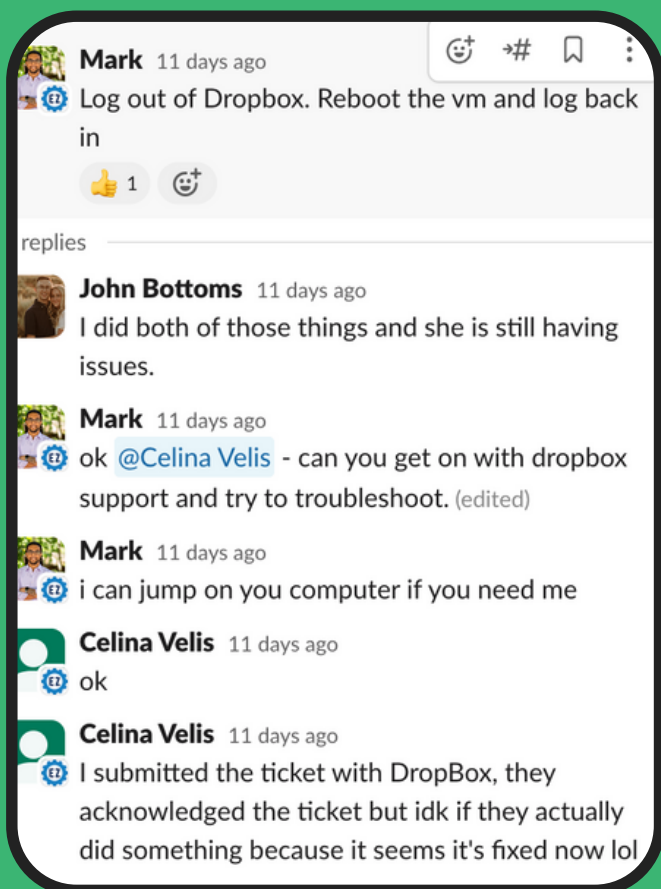
"THE TEAM ACTIVELY ENGAGES BY ASKING QUESTIONS AND DISPLAYING A GENUINE EAGERNESS TO LEARN. IT FOSTERS A STRONG SENSE OF TEAMWORK, EMPHASIZING THAT HELPT IS MORE THAN JUST AN OUTSOURCING COMPANY; IT'S A COLLABORATIVE PARTNER."
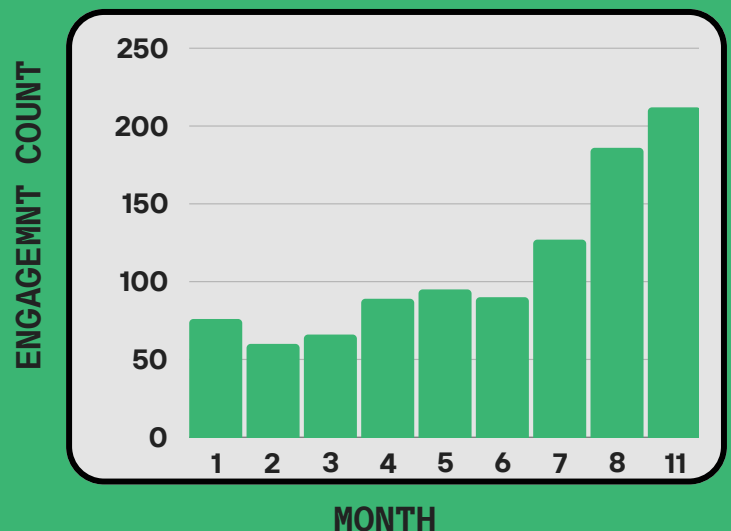
RESULTS: SCALABILITY

As Helpt's partnership with clients like EZ Tek evolves, a notable trend emerges: an increase in the usage of support minutes over the months. This trend is a testament not just to the quality of Helpt's services but also to the growing trust and reliance of our clients on our expertise. As businesses grow, their support needs intensify, and Helpt has proven adept at scaling up to meet these increasing demands.

MINUTES BY MONTH

Bar chart — Total Billable Time by Month. X-axis: MONTH (1, 2, 3, 4, 5, 6, 7, 8, 11). Y-axis: TOTAL BILLABLE TIME (0 to 3,000). Approximate values: Month 1 ≈ 180, Month 2 ≈ 580, Month 3 ≈ 490, Month 4 ≈ 1,070, Month 5 ≈ 600, Month 6 ≈ 1,080, Month 7 ≈ 1,970, Month 8 ≈ 2,540, Month 11 ≈ 2,680.

ENGAGEMENTS BY MONTH

Bar chart — Engagement Count by Month. X-axis: MONTH (1, 2, 3, 4, 5, 6, 7, 8, 11). Y-axis: ENGAGEMNT COUNT (0 to 250). Approximate values: Month 1 ≈ 75, Month 2 ≈ 60, Month 3 ≈ 65, Month 4 ≈ 88, Month 5 ≈ 95, Month 6 ≈ 90, Month 7 ≈ 127, Month 8 ≈ 185, Month 11 ≈ 212.

Helpt's solution enhances operational efficiency, enabling clients to strategically realign resources. It frees client engineers from routine support tasks, allowing them to concentrate on revenue-generating activities. Helpt's engineers provide 24/7 first-line support, ensuring focused attention on all business aspects, boosting productivity and growth.

CONCLUSION AND TESTIMONIAL

The partnership with Helpt has catalyzed significant improvements in EZ Tek's operations and customer satisfaction. Clients now enjoy timely assistance, significantly reducing their dependence on Mark's direct involvement. This shift has not only provided Mark with the much-needed breathing room but also revolutionized the level 1 help desk support at EZ Tek, allowing Mark to focus more on strategic business development.

"WE ARE HIGHLY SATISFIED AND HAVE ALREADY MADE SEVERAL REFERRALS. WE PLAN TO CONTINUE RECOMMENDING THEIR SERVICES IN THE FUTURE."

EZ Tek Support

READY TO TRANSFORM YOUR TECH SUPPORT EXPERIENCE?

Just like EZ Tek, your business deserves a tech support partner that brings real-time solutions, operational efficiency, and enhanced customer satisfaction. Don't let tech hurdles slow down your ascent. Join the growing list of companies that have elevated their support experience with Helpt's embedded helpdesk approach.

◆ **Contact us today to learn how we can tailor our services to your unique business needs.**

◆ **Interested in a personalized consultation? Schedule a call with one of our experts now.**

Contact Us ❯   **Book a Call ❯**