

CASE STUDY

EPICOR



Patriot delivers on customer satisfaction mission

Summary



Our Service Portfolio:

LABOR ON DEMAND

Our global program management office delivers on-demand technology support services 24 hours a day, everyday, to manage service request tickets, source and dispatch qualified technicians, report results and administer payments.

PROFESSIONAL STAFFING

We don't just fill empty boxes in your org chart, we get to know your organization and its culture. We present candidates that fit and have the character to build your future.

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Epicor is a global ERP software and services company, delivering solutions to hardware, home centers and automotive retail, employing over 4,100 people. Epicor has offices in 34 countries—including the U.S., U.K., Australia, Canada, Mexico and China, with over 21,000 customers and over 2.3M users daily. For 50 years, Epicor has worked hand-in-hand with its customers, creating industry-specific software solutions and services that enable a world of better business.

Challenge

In an effort designed to streamline operations and achieve cost savings while maintaining customer satisfaction, Epicor replaced their internal field service employees with a managed services provider to manage onsite information technology installation and servicing of their hardware and software products. While the elimination of field offices improved P&L, what appeared to be a qualified partner, proved incorrect, and customer satisfaction fell. To make matters worse, the incumbent services company abruptly left the business leaving Epicor in a quandary. With customer satisfaction metrics falling, Epicor stakeholders knew something had to change, and quickly. All eyes were focused on how the company would fix these problems. Patriot Global Services LLC was engaged to revive customer satisfaction and continue the financial benefits of the third-party business model.

Solution

Patriot Global Services (PGS) provides IT field technicians to perform scheduled installation of IT equipment, including point-of-sale and office workstations, printers, and servers at new retail sites. PGS dispatches field technicians on-demand to troubleshoot and repair in-service equipment, working to customer service levels (4 hour, next business day etc.). In some circumstances, PGS field technicians work closely with Epicor engineers to properly diagnose, assess, and implement real time solutions, quickly restoring a customer's systems and operation. *Epicor statement: "How good are they? Very, very, very good. Communication is huge - keeping customers informed, and they get it. We are using PGS for everything we do in our division".*

About Patriot Global Services

Founded in 2008 by a former US Army Officer and corporate information technology strategic sourcing and procurement professional, we endeavored to build a staffing and services firm based on extensive buy-side experience. Our culture is characterized by the drive and commitment developed during our US military service. Today, our Labor-On-Demand service is rapidly expanding to meet our clients' need for short term IT projects and support and longer contracting engagements. We pride ourselves on client focus and satisfaction.