

AEA – Case Study

Birmingham, England - 28th April - Momenta, a division of the AEA Technology Environment implements Achiever Help Desk across their 10 different Help Lines.

Momenta a division of AEA Technology Plc, an Achiever customer for over 6 years, has implemented Achiever Enterprise CRM software across its 10 customer help lines to support them fully in achieving their business vision and strategy.

Momenta helpline staff will use a combination of Achiever Help Desk, Workflow and WebConnect in conjunction with their existing Novell Groupwise email system to process and manage incoming calls from the public.

Achiever is helping Momenta staff to deal with calls promptly and efficiently, by using workflow to enable the help desk team to process different types of calls correctly according to their procedures.

Full details of the call, including a description, unique reference number, time allocated and person who logged the call, are recorded in the Achiever Help Desk system. A field advisor who is going to resolve the call is also allocated. Momenta has implemented an authorisation process which is triggered when the field advisor is allocated. This ensures the correct person is allocated to the job and helps Momenta increase the successful resolution rates and ensures that field advisors are not overstretched.

Once the field advisor has been approved a combination of Achiever Workflow, WebConnect and Novell Groupwise, ensure the process of issue notification through to resolution is seamless. Further actions and notifications are triggered automatically using Achiever workflow based on the resolution to ensure all issues are handled through to successful completion.

By using Achiever, Momenta are looking to dramatically decrease unnecessary administration and paperwork, as well as improve the service offered to their customers.

Ownership of the System Guaranteed

The installation of Achiever Enterprise was a two-step process, converting from the existing system, and then implementing the Enterprise solution with the defined personalisation and configuration.

Momenta required strong ownership of the implementation project, and subsequent management of the system. As such the project was devised to provide initial training to a sufficient level to provide full design analysis, and subsequent training to allow configuration of the system, and management of modules such as Helpdesk and Webconnect. All stages were supported by a senior Achiever consultant, who worked with Momenta to achieve their main goals and more.





Momenta

Momenta develops, implements and manages programmes that meet Government objectives and benefit individuals and organisations. The Momenta vision is to create a better world by working with Government Departments, Agencies and Charities to:

- * Improve business competitiveness
- * Reduce environmental impact
- * Increase social responsibility
- * Enhance quality of life

Momenta achieves this by successfully delivering work for its clients that benefits business, changes consumer behaviour and attitudes, influences policy and stimulates research.

Momenta employs a team of over 100 dedicated professionals including technology and sector specialists, strategic marketers and evaluation specialists. Momenta also embraces new media and information and communication technologies.

Founded in Birmingham, UK, in 1992, **Achiever Software** is the developer of Achiever Enterprise and Achiever Foundation, comprehensive CRM and eBusiness solutions that are supported through custom development; dedicated project management; technical support and helpdesk; on or offsite training; full product documentation; implementation services; consultancy; integration with ERP and Accounting systems; post implementation account management; bespoke report writing and data importing.

www.achiever.co.uk

