



CASE STUDY

Kronos Incorporated Workforce-Management Provider Keeps Time with GoToAssist

Kronos Incorporated is a single-source provider of human resources, payroll, scheduling and time and labor solutions. Kronos's best-in-class Employee Relationship Management solution enables organizations to reduce costs and increase productivity, put real-time information in the hands of decision makers, align employee performance with organizational objectives and improve employee satisfaction. More than 20 million people a day use a Kronos solution at leading healthcare, manufacturing, retail, education and government organizations. Kronos employs more than 2,200 people and empowers more than 40,000 organizations worldwide to better manage their workforces.

THE CHALLENGE:

Finding a reliable solution to support Kronos's diverse customer base was not an easy task for Mark Ellis, director of global support, despite his 25 years of experience in the remote-support industry. Ellis has consulted for hundreds of companies during his career and has seen just about everything when it comes to remote-support technology. But with all his years of experience in the field, he has never seen a remote-support tool quite like Citrix® GoToAssist™. Ellis's first experience with GoToAssist's revolutionary technology was during a 60-day pilot program at Kronos. At the end of the program, there was no doubt in Ellis's mind: GoToAssist had proven itself as a superior remote-support solution – it was definitely the tool for Kronos. The organization implemented the technology to support its customer-support initiatives.

TIME-OUT FOR THE COMPETITION

For Ellis, GoToAssist stood apart from the competition due largely to its competitive pricing, reporting features and ease of use and access. "We were very impressed with GoToAssist," says Ellis. Compared to the competition, Kronos has found GoToAssist to be faster and more efficient. "GoToAssist interfaces with our internal products and provides a strong support solution for us," says Ellis. With the introduction of GoToAssist's version 5.0, Kronos will be seamlessly integrating GoToAssist with its evolving CRM infrastructure, which enabled the company to avoid duplication of data and effort by its worldwide team. GoToAssist 5.0 features a variety of customization services including integration, branding and localization, which are utilized by Kronos.

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MARK ELLIS

DIRECTOR OF GLOBAL SUPPORT
KRONOS INCORPORATED

Key Benefits

- Be up and running within 48 hours – no additional infrastructure needed
- Reduce costs while improving the quality of service
- Increase customer satisfaction and loyalty
- Improve first-call resolution
- Measure success with comprehensive reporting functionality
- Experience total security, flexibility and scalability
- No end-user installation necessary
- Firewall friendly
- State-of-the-art security, proprietary compression technology and 128-bit end-to-end AES encryption

For Ellis, one of the most important benefits of using GoToAssist is the decrease in problem-resolution time. Problems which generally took about an hour per incident to resolve have been reduced by at least 50 percent with GoToAssist. "GoToAssist is twice as fast, and that is key for us," says Ellis. "Plus, our support engineers and customers have found GoToAssist extremely user friendly. It is a win-win for everyone."

PERFECT TIMING

Ellis estimates that this significant reduction in incident-handling time will likely save approximately 11,000 support-engineer labor hours per year. Plus, the reduction in incident-handling time has led to an increase in the company's overall support capacity. In fact, Kronos has experienced a 20 percent increase in support capacity and first-incident resolution rates. "GoToAssist is a huge advantage for us," says Ellis.

Ellis reports that customer reactions to using GoToAssist have been overwhelmingly positive. He believes that the positive customer feedback is very important for support engineers because it improves their satisfaction and maintains high morale.

Citrix Online

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