

## **Retail Multilingual Technical Support Case Study**

Arise won its first Australian contract in 2008 & it proved to be quite an exciting & challenging one. The Client contracted Arise to provide Level 1 & Level 2 Multilingual technical support. In addition, Arise needed to provide local rate telephone numbers in 10 European countries along with the relevant language support for each country. The countries covered included, Denmark, France, Germany, Holland, Ireland, Italy, Norway, Portugal, Spain & Sweden. Arise also had to provide e mail support to all of these countries. Arise's staff were trained by the Client who visited them from Australia & carried out intensive training. There are a wide range of products being handled from a technical support point of view, ie, cctv cameras, digital video recording with motion detection, cameras, digital video recorders & various infra red products. Due to the complexity of the products, Arise needed to have a team of 5 people in place that have a high degree of competency in a range of IT technologies including computing, video capture technologies, networking, digital storage & video recording. As a result of this, Arise now have a very high level of expertise in this area & in 2009, they expect to win new technical support contracts since they already have the expertise in house in this space. The Client requested that Arise develop a suite of reporting for their management team back in Australia & all activity levels were captured by Arise & reported back in detail to the Client. Since the Client sells to major European Retailers, it was critical that the Arise team met or exceeded all SLA's set by the Client. Not alone did Arise meet the objectives but because of the team exceeding expectations. The Client requested that they handle calls from the store managers in the major European Retailers so that they could assist them on any questions they might have on the products where the Retailer might have a customer asking in the store for information on the products.

Arise have been informed recently that the Client will be in discussions with them with a view to providing additional services outside of Technical Support as they can see the tremendous value add that Arise can bring to the table with all of the services they can provide.