

Does your company suffer from any of these pains?

- Multiple and/or complex issue management systems
- No integration with order management applications
- Poor communication between services
- Little to no customer issue follow-up

If so, that means it also suffers from:

- Errors resulting from manual claim handling
- Frustrated customers lost to competition
- Damaged reputation
- Financial loss

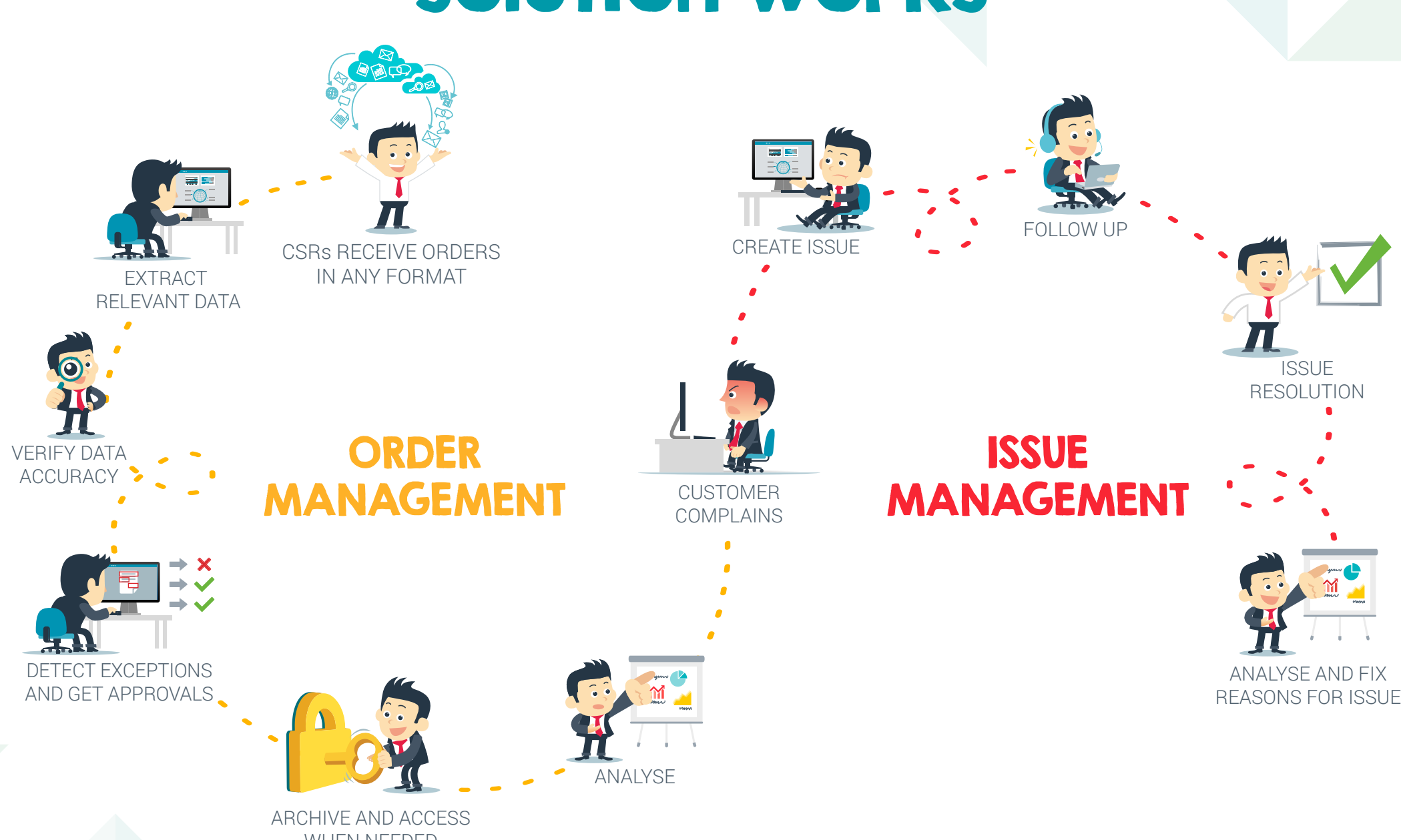
What can be done? By automating customer issue management, companies can eliminate these common pains and improve global customer satisfaction. Continue below to find out how!

Benefits

A win-win situation for both suppliers and their customers



How Esker's issue management solution works



A day in the life ...

ADVENT MEDICAL DISTRIBUTORS: MONDAY MORNING, 9 A.M.

TIME TO PREPARE OUR NEXT SHIPMENT FOR ST MARY'S HOSPITAL AND LOOKS LIKE WE'RE RUNNING LOW ON TEST TUBES. BETTER PLACE AN ORDER THIS MORNING.

ABC PHARMA: MONDAY MORNING, 9:18 A.M.

HERE'S A NEW ORDER FROM ADVENT MEDICAL DISTRIBUTORS. LET'S GET THIS PROCESSED IMMEDIATELY.

ESKER AUTOMATICALLY READS, EXTRACTS, CHECKS DATA AND PRESENTS THE ORDER TO THE CSR, ENABLING HIM TO DETECT DISCREPANCIES OR ERRORS BEFORE VALIDATION.

SHIPPING ADDRESS: OK ✓
REFERENCE ADDRESS: OOPS, THIS ONE'S WRONG, NEED TO CORRECT IT.
TOTAL AMOUNT: OK ✓

EVERYTHING LOOKS GOOD TO ME. ORDER'S ALREADY IN THE ERP SYSTEM. SENDING DELIVERY NOTIFICATION.

ABC PHARMA: WEDNESDAY MORNING, 6:04 A.M.

AYROW Delivery!

ADVENT MEDICAL DISTRIBUTORS: WEDNESDAY MORNING, 9:30 A.M.

YOU'VE GOT TO BE KIDDING? THEY CAN'T BE SERIOUS. THIS IS TOTALLY UNACCEPTABLE. JUST WAIT UNTIL THEY HEAR FROM ME.

YES, DAMAGED! I'M SENDING YOU A PHOTO RIGHT NOW. I NEED MY ORDER REPLACED ASAP.

I AM SO SORRY. WE WILL TAKE CARE OF THIS IMMEDIATELY AND REST ASSURED. IT WON'T HAPPEN AGAIN. YOUR BUSINESS IS EXTREMELY VALUABLE TO US.

A NEW CUSTOMER ISSUE IS CREATED AND SENT TO THE MANAGER FOR APPROVAL. IN THIS CASE, A REPLACEMENT PRODUCT WILL BE SHIPPED OUT IMMEDIATELY FOR SAME-DAY DELIVERY WITH A 10% DISCOUNT.

ADVENT MEDICAL DISTRIBUTORS: WEDNESDAY AFTERNOON, 4:30 P.M.

GREAT, JUST IN TIME. THANK GOODNESS THEY WERE ABLE TO TAKE CARE OF IT SO QUICKLY AND EXTEND A DISCOUNT FOR THE INCONVENIENCE!

ABC PHARMA: MONTHLY QUALITY REVIEW MEETING THE FOLLOWING WEEK.

BASED ON THESE DASHBOARDS, WE CAN SEE THAT OUR NUMBERS ARE UP THIS QUARTER, BUT IF WE CAN'T DELIVER PRODUCTS ON TIME AND IN THE BEST CONDITIONS, WE'RE SABOTAGING OUR PROGRESS.

OUR DASHBOARDS CLEARLY INDICATE THAT WE HAVE A PROBLEM WITH OUR DELIVERY SERVICE. THIS IS THE 3RD TIME WE'VE EXPERIENCED PROBLEMS. WE NEED TO CHANGE DELIVERY COMPANIES OR I'M WORRIED WE'LL LOSE CUSTOMERS.

Handle customer issues the smart way

With Esker, CSR teams can manage customer issues while maintaining full process visibility, from order creation to product reception. Using the same interface as their customer orders, CSRs have the ability to log, track and manage every claim – improving efficiency by completely automating issue management workflows.

Esker's dashboard metrics provide clear and up-to-date information on the number of complaints awaiting resolution. Consolidated reports enable managers to accurately analyse, detect and quickly fix "problem areas" in the process, which directly impacts financial performance and customer satisfaction.

What impact does ISSUE MANAGEMENT have on your company?

Learn more about issue management:

www.esker.co.uk/sop

www.esker.co.uk

