

## Case Study

# Technology efficiencies for customer experience for a German internet provider



Capita has been supporting one of Germany's largest service providers and operators of cable-based internet with its customer care since 2015. Since 2016, it has also been providing sophisticated second-level technical support to resolve complex technical issues.

### Challenges

Simplify solutions for complex technical issues

Improve the processing of tickets in a faster, more effective way

Meet evolving customer expectations whilst improving customer satisfaction levels

## | How we helped



**24,000**

**Tickets solved  
per month**



**90%**

**Case  
resolution  
within  
48 hours**



**89%**

**Customer  
satisfaction**

## | Our approach



More than 100 motivated and excellently trained colleagues at Capita in Cologne are working closely with the service provider's support team.



The second-level Capita team receives pre-qualified tickets from the first-level support and contacts the customer by phone to solve the problem.



The malfunction is analysed via remote access to the service provider's infrastructure and the customer's end devices. Lines and WLAN strengths are measured remotely.



If the problems are within the service provider's infrastructure and cannot be solved directly, a service technician is dispatched. In the case of an issue on the customer side, they are supported in solving the problem.

***"I am very satisfied with the service. I have never found an internet service provider like this before. Many thanks."***

***"The service agent was very qualified, explained everything I needed to know in layman's terms and gave me further tips on how to avoid the problem in the future."***



Customer feedback, eNPS valuation 2024