CUSTOMER STORY

aruba a Hewlett Packard Enterprise company | **Tinosys**

Industry	Use Case	Company Stat
IT	Predictive & Prescriptive Analytics	$3B Revenue

Challenge

Hiring and training customer support agents for complex technology is expensive. Scaling human resources is not easy, Product-based service renewals are challenging due to SaaS transition. The reactive customer service approach makes resource usage unpredictable.

Solution

Tinosys helped customer service transition from reactive to proactive with Tinosys TrueInsights analytics and best practices. Enabled employees to predict customer issues and proactively solve them instead of waiting for the customer to complain. Enabled offering premium services with new business models

7% Retention Rate GROWTH
Increase customer retention rate by 7% in 2 quarters

20% CSAT GROWTH
Improve in customer satisfaction in 1 quarter

10% Productivity GROWTH
Increase Agent productivity by 10%

"Tinosys has been a crucial asset for us… (we) leverage their machine learning technology to allow us to serve our customers better. "

**- MATT HARMON,
SR MANAGER,
CUSTOMER SUCCESS OPERATIONS,
HEWLETT PACKARD ENTERPRISE**

Thank You

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