

Atlantech

Summary

After Kayako announced that they were killing their EOL On-Premise solution and their cloud version was too expensive, Atlantech needed a new help desk. One that was affordable, committed to On-Premise and powerful enough to enable a high level of automation and customization.

> The Challenge

In early 2016, Kayako announced they were discontinuing their On-Premise solution, which left a lot of companies (including Atlantech) in an unfortunate situation with regards to their customer support software.

Atlantech looked at Kayako cloud, but deemed it too expensive and lacked features that they desperately craved to improve their help desk experience.

Eric Van Tol (Director of Engineering & Support) explained further. "There weren't many options when it came to looking at On-Premise help desk software that had the level of features that we needed, but Deskpro was top of our list."

One of the perceived roadblocks of moving help desk software can often occur when migrating the data. Alongside a CSV and API importer/exporter, Deskpro has a custom built migration tool for moving tickets and data from a Kayako help desk, that Atlantech used

"The ability for us to migrate our data across into our new help desk meant that we were able to get our customer support setup (including all of our history) pretty swiftly."

> The Solution

Because Atlantech already had a help desk active with Kayako, they were looking for a new solution that would be straightforward to install on a Virtual Machine (VM) as well as being easy to pick up and configure.

"We picked Deskpro because of its speed and feature set. Our previous help desk was slow and difficult to manage, so we were delighted during our testing phase to be able to fully test Deskpro and its capabilities."

Ticket logs were another extra feature that Atlantech gained when migrating across to Deskpro. Whenever an action runs, agents and admin are able to view the audit trail of all the actions, including when they run and what causes them.

About

Atlantech is a strategic technology partner for ambitious businesses. They specialize in helping improve connectivity across data and voice services. Offering high-value, affordable solutions, Atlantech have been the technology backbone for 100's of businesses across USA for over a two decades.

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Eric Van Tol

Director of Engineering and Support
Atlantech

The ability to customize a help desk solution may not be at the forefront of a business's mind if they haven't used a help desk before. But, because Atlantech were help desk veterans and tech gurus, they knew how important it was to have the ability to customize elements of their help desk solution.

"We managed to set up a wide range of escalations, SLA's and triggers easily, which has turned our customer support team into a high-performance machine."

> **The Benefits**

Moving from Kayako to Deskpro On-premise came with a lot more benefits, that Atlantech had been going without for a number of years. Atlantech chose Deskpro to solve their problem due to having a deep and rich feature set at an affordable price per agent.

"We wanted proper escalations that were easy to handle and automated triggers that were powerful but also simple to set up."

As Atlantech have been deeply ingrained in the technology industry for over 20 years, they also took advantage of custom HTTP/JSON requests to help automate a number of tasks and processes alongside their own network monitoring system.

Agents in the Atlantech support team were especially happy with the move and rated the whole Deskpro software and experience as 9/10. With any software purchase, your experience can often be affected by the level of support and care that the vendors provide, not just during the sales process but above and beyond.

"The support at Deskpro is really good, they have been helpful, patient and quick to fix any bugs or issues. They also listen to our feature requests and have helped us with custom development."

> **The Future**

Having a help desk solution was not a new concept for Atlantech, however when changing software platforms, sometimes there can be hesitation from agents and team members. This was not the case for Atlantech when they moved to Deskpro.

"Our agents have been really happy about switching to Deskpro, it is a great product. It's a shame we didn't move sooner as overall it is much more robust than our previous help desk."

The future is bright for Atlantech, as they are looking forward to another 20 years of business. Putting the customer first is a policy that runs through the whole organization and is felt by everyone who works at Atlantech. Therefore, having the best customer support software in place is imperative for them to provide incredible service to their clients.

"It was really significant to have Deskpro committing long-term to their On-Premise help desk. We see ourselves staying with them for the foreseeable future."

Established

1996



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Eric Van Tol
Director of Engineering and Support
Atlantec

Support Hours

24/7

