JOHANNESBURG

Case Study

ORD CAPITAL

HEALTH CARE

**USING HAPPYFOX
SINCE SEPTEMBER 2012**

ORD Capital is a Health Care management company, and assists with queries, claims and advices from members of Medical aid insurance companies.

Jason Armstrong, Director at ORD Capital explains how HappyFox helps his company compete with larger organizations by helping his team stay on top of all customer requests.

CHALLENGE

We were never able to keep track of clients claims, queries and membership changes. Our client interactions were also not good. Using basic programs for creating tasks, we were thinking about hiring more staff to compete with larger organizations on offering customer support.

IMPLEMENTATION

HappyFox helped us structure our support staff, and has also been easy to use. Monitoring our support system is also possible using HappyFox, thus helping us identify and minimise mistakes. Features such as Canned Actions, Smart Rules and Custom Branding give HappyFox an edge over other solutions out there.

"HappyFox is the simplest of all the ticketing systems around. I will never use any other system ever!"

RESULTS & BENEFITS

HappyFox has brought us closer to our clients, and client loyalty is more cemented now. With a complete support system in place, our customers feel its easier to do business with us now than ever before.

WHY HAPPYFOX?

Simple to use

Easy to adapt

Neat design and professional looking

OUR EXPERIENCE

With HappyFox, our turnaround time has greatly improved and our production has doubled. Customer service from HappyFox is also a perfect 10/10!

"We can now offer better systems than larger companies (my competition) can offer!"

happyfox