



Case Study

POWER QUALITY CONSULTANTS

INFRASTRUCTURE CONSULTANCY / RESELLER

USING HAPPYFOX SINCE JULY 2012

Power Quality Consultants is a wholesale distributor of power protection products and IT infrastructure solutions to resellers and clients across Australia. Apart from the technical expertise the team brings in, the focus on providing comprehensive product service - post sales and installation has helped the company successfully expand to newer locations across Australia and serve a wider customer base.

Renata Anakin, Marketing Manager with PQC spells out how HappyFox has helped her team respond quickly to requests from employees within the organization thereby streamlining their internal support system.

CHALLENGE

The Manual and paper systems we had in place, did not help track responses to critical issues. We also encountered problems with the transfer of knowledge across particular issues as they moved through multiple staff members.

IMPLEMENTATION

We use HappyFox to manage requests from employees within the organization. The ability to customize specifically for our requirements enabled us to use it more as a project and issues resolution management tool than as a help desk. The Happy Fox system did this better than many of the other software packages available that are supposed to be specifically designed for that purpose.

“With Happy Fox there is issue ownership and we don’t waste precious time trying to remember where we were with issues.”

RESULTS & BENEFITS

We now have complete logs of our issues with our vendor. HappyFox has enabled remote staff to access information without having to scan documents. We can also now move issues requiring the action of various staff members without having to retell the same story multiple times, all the history of every ticket is there at our finger tips. Storing critical information such as retrieval date of loan equipment has helped us save costs on the losses we incurred earlier.

OUR EXPERIENCE

The tool has saved us considerable time and effort trying to stay across issues. Our experience with the HappyFox support team has been great. Their responses have always been timely and very helpful.

WHY HAPPYFOX?

Lean learning curve

Cost effective

Intuitive and simple interface

Highly customizable

Excellent support

“It is a great, cost effective tool with excellent support. I couldn't recommend it highly enough if you are having issues with tracking incoming requests and resolutions.”



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