

Rapid Resolution: How HappyFox Streamlined 5,000 Service Requests for SLAM

Industry - Architecture



About SLAM

SLAM, a multi-disciplinary architectural design firm with a vast national presence across 10 offices in the United States. Renowned for its innovative approach to design and architecture, SLAM combines creativity with cutting-edge technology to deliver exceptional projects and solutions to its clients.

Challenge

Limited Functionality of In-house

Solution: SLAM's original IT support system was developed in-house. It lacked the robustness and intuitiveness needed for efficient incident response and knowledge sharing among both customers and IT staff.

Need for Automation and a

Knowledge Base: The firm recognized a critical need for a more sophisticated solution that could automate responses and develop a comprehensive knowledge base to support both customers and IT personnel.

Implementation

Selection Process: After conducting online research for a more capable IT support solution, SLAM looked at 5 other competing solutions and chose HappyFox for its intuitive interface, flexibility, and comprehensive Knowledge Base & Service Catalog. Key Features Utilized are as follows

Intuitive Organization Feature:

Queues, priority tags, statuses, etc., were found to be particularly intuitive and helpful.

Communication Integration: Email, Phone, and Microsoft Teams, facilitating seamless communication.

Automation Tools: Smart rules, canned actions, and knowledge base articles to automate ticket response processes.

Why HappyFox?

Automation

Service Catalog

Intuitive and easy to use

Comprehensive Knowledge Base

Robust Service Request Intake

Results

Implementation Time: HappyFox was noted for its ease of adoption, with SLAM being up and running within hours. The stability of the solution was highlighted, with seldom need to contact customer service, though when needed, HappyFox was very responsive.

Game-Changing Efficiency: SLAM experienced a game-changing improvement in their ability to respond to incidents swiftly, significantly outperforming the response times achieved with their previous system.

Enhanced Knowledge Sharing: The ability to quickly reference previous tickets for solutions and answers greatly enhanced knowledge sharing within the firm.

Reduced time of Service request resolution: In the last year, SLAM processed 5,000 service requests, averaging 420 per month (with majority of tickets resolved autonomously), for a firm of 300 employees spread across 10 offices, demonstrating the scalability and efficiency of the HappyFox solution.

Our Experience

SLAM's transition to HappyFox for its IT support and knowledge management needs represents a significant leap forward in operational efficiency and service quality. By moving away from an in-house solution with limited capabilities to a robust, intuitive platform, we have not only enhanced our IT support response times but also fostered a more knowledgeable and empowered IT staff. Our experience underscores the importance of choosing the right technology solution for business-critical functions, highlighting HappyFox's pivotal role in transforming SLAM's IT operations.



Adopting HappyFox was a paradigm shift in how we approach IT support. Its intuitive interface and ease of use meant we were operational within hours, not days. This wasn't just a new tool; it was a new way of working that was immediately embraced by our entire IT staff. The simplicity and efficiency of HappyFox allowed us to transform our service desk operations, making it not just a solution but a natural extension of our team's workflow.

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