



ergo: aligns operations teams to create an enhanced client experience

60%

Case volume reduction deflection

15%

Fewer customers lost

€10 Million

In anticipated revenue growth

Transformative digital technologies to enhance customer experience

Ergo is the largest privately owned IT solutions provider in Ireland, managing the IT needs for financial services, pharma, life sciences and public sector organisations in 36 countries across the globe. It employs over 700 IT professionals across its Dublin headquarters and offices in Cork, Limerick, UK, United States, Colombia, New Zealand and Romania.

Ergo required a technology solution which would lead to greater efficiencies, reducing wait times, delivering faster resolution of client issues and minimal disruption to client services. It needed a technology that enabled a seamless connection and supported a rapid response to complex issues.

INDUSTRY

Managed Services Provider

LOCATION

Ireland

PEOPLE

700 plus IT professionals globally

PRODUCTS

ServiceNow Technology
Provider Service Management (TPSM)

To address this, Ergo embarked on an ambitious digital transformation project investing over €2 million in ServiceNow Customer Workflow Technology solutions – with Konversational as deployment partner.

ServiceNow's TPSM has rapidly accelerated the standard and quality of Ergo's customer workflow solutions as part of the overall innovation strategy, improving client experiences and resolving issues faster. It has future proofed their service offering and delivered an extra edge in a fiercely competitive market.

“

Ergo are now in an exciting and new position with a digital infrastructure which can deliver speed, automation and intuitive responses.

The platform will help us to serve our clients in faster and smarter ways by using data to understand their needs, preferences, and feedback and to help them self-serve on our platform.

John Clancy, MD Managed Services, Ergo



PROJECT AT A GLANCE

8-month deployment time from start to go-live.

Technology investment of over €2 million.

Project delivering over €5 million in benefits to Ergo customers.

Anticipated revenue growth of €10 million for the company.

Customer Care and Client Service Operations aligned.

Ergo is the first MSP in Ireland to adopt TPSM.



© 2023 Konversational, Inc. All rights reserved. Konversational, the Konversational logo and other Konversational marks are trademarks and/or registered trademarks of Konversational, Inc. in the EU and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Konversational.com