

## CASE STUDY

### MIXED SHORE, MULTILINGUAL CONTENT SOLUTION DELIVERS HIGH VOLUME RESULTS

#### THE CLIENT

The Microsoft worldwide sales force was going to build a Service Contracting Office (SCO) to facilitate the contracting and negotiation for services deals.

#### THE NEED FOR AN AUTOMATED SELF-HELP CONTENT DELIVERY SYSTEM

The new SCO would serve and manage self-help contracting support content for the services sales staff. The system had to support multiple languages and provide 24-hour coverage, worldwide.



#### HISTORICAL SUCCESS AND BI/ ANALYTICS STRENGTH ENABLED THE TURNKEY SOLUTION

The client reengineered the delivery of legal and paralegal services through the SharePoint portal and the automated ticketing system to resolve cases for 500+ stakeholders. The self-help content was regularly reviewed and refreshed to ensure information quality and accuracy. The template management program engaged the worldwide stakeholders to update (including drafting, editing, and archiving) and provide the most current templates for 3000+ contracting documents on a quarterly basis.

The client accomplished the crucial 24-hour worldwide coverage through Beyondsoft's unique mixed shore component, which also offered multilingual capability.

Microsoft Dynamics AX was implemented to handle the high volume of support tickets, case management, and data collection. Extensible reporting dashboard in Power BI further provided actionable business intelligence and analytical insight. The SCO was comprised of five platforms/tools which in three years, solved over 17,000 support tickets.