



COMPANY

Name: AFS Group (Pty) Ltd
Location: Bruma, South Africa
Industry: Petroleum
AFS Team: 30
Website: www.afsgroup.co.za

SOLUTIONS

HEAT Help Desk

“Our incident response times have improved by 50% and there has been increased accountability across the department as a result of this accurate monitoring and reporting. This meant that we have been able to grow our client base and increase staff productivity, with each consultant now handling 15% more calls”

Catharine Roe
HEAT Administrator



AFS improves incident response times and staff productivity with HEAT Help Desk TM

HEAT[®] HELP DESK ENABLES ACCURATE, MEASURABLE REPORTING AND EFFECTIVE SLA MANAGEMENT AND EVALUATION

BUSINESS CHALLENGE

AFS needed to improve their client service, improve tracking of incidents logged and monitor the incident response times.

WHY FRONTRANGE

FrontRange's HEAT[®] Help Desk answered the need for:

- A call management solution that could readily integrate with their existing financial package
- A flexible product with the ability to add extension modules
- The ability to create process flows to accommodate the different department processes
- Fast and robust reporting capabilities
- Integration capabilities with existing solutions
- Effective incident monitoring and reporting

KEY BUSINESS BENEFITS

- Improved client service levels
- Greater control, accurate monitoring and reporting
- Improved incident response times by 50%
- 15% increase in productivity
- Increased accountability
- Improved tracking and escalation of incidents
- Maximized operational efficiency
- Improved service quality and compliance
- Proactive incident response
- Managing and meeting service level agreements
- Improvement in customer satisfaction ratings

BACKGROUND

Since 1995, the AFS Group has been committed to supplying and supporting fuel and fleet management solutions to customers in the fleet, transport, mining and petroleum industries. The company has a strong commitment to Small, Medium and Micro Enterprises (SMME's), and allocates significant resources to facilitate skills transfer.

AFS Group has offices in Johannesburg, Durban, Cape Town, East London and Middelburg and is represented in Namibia through a 50% Namibian owned company, AFS Namibia (Pty) Ltd with corporate offices in Windhoek.

The strategic alliances established between AFS and industry leaders have kept them at the forefront of automated refueling technology, providing customers with products that are reliable, best of breed, and flexible.

BUSINESS CHALLENGE

AFS needed to improve their client service, improve tracking of incidents logged and monitor the incident response times. They needed a call management solution which could readily integrate with their existing financial package, was flexible with the ability to add extension modules and would allow them to create process flows to accommodate the different department processes within the company.

The need for effective incident monitoring and the ability to accurately report against stringent client service level agreements mean they needed a solution with fast and robust reporting capabilities which could integrate with the company's existing Crystal reporting tool.

SOLUTION

After carefully investigating the options available to them, AFS opted to deploy FrontRange's HEAT Help Desk.

RESULTS

The installation of FrontRange's HEAT Help Desk resulted in AFS meeting their business challenges. They were able to improve their client service, through careful monitoring of consultants performance levels and the generation of client specific reports. They have achieved greater control over where the call is within the department's process workflow, making monitoring and following up easier for the team.

Their incident response times have improved by 50%, and they saw increased accountability across the department as a result of this accurate monitoring and reporting. This meant that they were able to grow their client base and increase staff productivity, with each consultant now handling 15% more calls. The department is also able to meet the budget requirements set and are able to remit all invoices to their clients on time.

In addition, tracking and escalation of incidences improved as the ability to pull group reports to determine the issues attended to on multiple occasions which allowed them to operate proactively.

This maximization of operational efficiency led to an improvement in the quality of their service and compliance which is evident from the ability to meet the service level agreements set out by their clients. They are able to provide their clients with accurate reporting and closely monitor the performance of their technicians. This has resulted in an overall improvement in customer satisfaction ratings.

More Information

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