HRH Geological Services
Case Study

Background:
HRH Geological Services provides integrated geological software and service solutions to the exploration and production industry worldwide. Spanning almost 20 years, their success has been built on an in depth understanding of their industry and attention to detail.

Their geological tools and skilled geologists transform geological data into real business intelligence, guiding their clients to greater productivity. And, by connecting geology to the digital oilfield, HRH streamlines workflows promoting greater collaboration for faster, better informed decision making.

Combined with technology and the knowledge of expert geologists and consultants, HRH Geological Services delivers detailed geological solutions with the potential to reduce drilling costs and optimise recovery.

Situation:
As a software vendor with a large client base HRH Geological Services understands the need for effective client-to-vendor communication. From basic installation and use issues to issue tracking, HRH needed an effective way to provide answers to commonly asked questions as well as to manage support issues. While a company database was in place, it was underutilized due to its difficulty of use. Data was difficult to retrieve and the system was "a pain to use".

Strategy:
Being skilled software technicians themselves, HRH knew what to look for in a well built customer support system. HRH selected the Novo Customer Support Suite including the knowledge base and help desk. Clients use the help desk for basic support communication, including reactivating licenses. Clients can report problems, request features and even transfer files by attaching them to tickets. The knowledge base is loaded with information which allows clients to find answers to common questions. Repeat information can now be tracked and logged, avoiding the need to "relearn" it.

Results:
Not only is HRH's technical support team managing requests more efficiently, but clients can view their own records to see the status of their requests. The administrators especially like the flexible access levels feature which allows different end users access to information based on defined roles. The system has been named "a big help" by the HRH support team.