

Openwave® Reduces Resolution Time With ePeople Teamwork

Openwave Systems Inc. (Nasdaq: OPWV) is the world's largest provider of mobile Internet software. It provides communication service providers, including wireless and wireline carriers, Internet Service Providers, portals, and broadband providers worldwide, with the software and services they need to build boundary-free, multi-network communications services for their subscribers.

Openwave customers currently serve more than half of all mobile subscribers across the globe and include AT&T Wireless, Verizon Wireless, Sprint PCS, and Nextel, as well as Japan's KDDI and BT's Genie. Openwave™ Mobile Browser™ software is embedded in more than 70 percent of all Internet-enabled phones.

BUSINESS CHALLENGE

Openwave's developer marketing group needed to support a growing number of external developers who were building applications and offering services based on Openwave's technology. The developer base was growing rapidly and reached well over 100,000, and included independent developers as well as developers from global communication service providers.

As the developer base increased and new technologies were introduced, Openwave found that its support volumes were increasing substantially — by as much as 50% per month. And, most developers' support requests were highly complex and mission critical.

To handle these incoming support requests, Openwave used an email system. The process had a number of disadvantages. There was no way to track the status of incoming support requests, to assign responsibility to a support provider, or to allow multiple people inside the company to work together on a specific support request, especially

important when the requests are complex in nature. The result was that Openwave had very little visibility into the quality of the support they were providing to developers, customer satisfaction levels, and the productivity of support providers.

EPEOPLE SOLUTION

Openwave uses ePeople Teamwork to track, monitor and resolve developer support requests. Since its implementation in 2001, Openwave has used the ePeople solution for all of its developer support requests. With the ePeople solution, Openwave was able to dramatically reduce issue resolution times and gain better visibility into their developer community.

- Reduced issue resolution times by over 70%
- Enabled multiple support providers to work together on complex issues with team capabilities
- Fast implementation enabled Openwave to be up and running in less than 6 weeks

ePeople Teamwork

IMPROVED SUPPORT PRODUCTIVITY

By using the team capabilities in ePeople Teamwork, Openwave was able to reduce resolution times by over 70%. For very complex issues, multiple support providers can work together effectively, enabling issues to be resolved faster. This team-based support option also helps Openwave share knowledge among the developer support group. With the increase in productivity, Openwave has been able to handle the growing volume of support requests without expanding the developer support organization.

In addition, Openwave now has access to a range of information to better measure the performance of its developer support group — from individual analyst productivity to root cause information. "Openwave's developer support goal is to resolve issues as quickly and efficiently as possible," says Ron Mandel, global manager of developer services for Openwave. "ePeople's solution enables our global support staff to work as a team, matching issues to the person with the most relevant expertise and knowledge. ePeople also offers a growth path to provide a range of support services tailored to the needs of our developers and partners."

INSIGHT INTO DEVELOPER COMMUNITY ACTIVITY

Openwave uses the ePeople Teamwork application to gain better knowledge about their developer community. Core metrics, such as the volume of calls, help managers understand the activity within the community and their needs for additional training and materials.

In addition, ePeople Teamwork collects customer satisfaction information on each and every support issue. With both quantitative and qualitative measures, Openwave's developer marketing group can understand general levels of developer satisfaction and identify any areas for further activity.

Says Mandel, "ePeople Teamwork provides a significant advance in support technology that will improve Openwave's service offering and responsiveness to our developer community. ePeople's enhanced collaboration capabilities allow us to assemble the optimal team for any support situation — even when team members are distributed worldwide."



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