1 Challenge:

Measurably improve customer satisfaction and adopt best practices throughout the support organization.

2 Action:

Support team chose HDI's certification courses and implemented HDI CSI service.

HDI®
Customer Satisfaction Index Service

3 Result:

Exceeded customer satisfaction goal with 97.3% rating and 80% of the team is HDI-certified.

| 8 | HDI Case Study | 9 | HDI Team Certified Award | 20 | HDI Research | 30 | Professional Development |

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HDI CSI Service Solves Company Challenges

Challenge: Measurably improve customer satisfaction and adopt best practices throughout the support organization.

Action: Purchase the HDI CSI Service, and make sure the entire team is HDI-certified!

THE BACKGROUND: The Campus Support team at Infinite Campus consists of thirty-two highly skilled, full-time employees. They come from a variety of industries, including school districts, tech companies, and the military. These Campus Support Advisors take pride in providing guidance, advice, and troubleshooting assistance to the Campus Support contacts in their districts.

THE CHALLENGE: The Campus Support team continually strives to deliver exceptional service to its customer, so its performance as a service organization is extremely important. Prior to HDI, the Campus Support team's professional development efforts focused on product knowledge. Even though the team knew it needed soft-skills training, it simply did not have the time, money, and effort required to implement an effective in-house program.

THE ACTION: The Campus Support team chose HDI's certification courses because they knew HDI's industry trainers understood the technical service and support industry, could deliver the topics Campus Support wanted, and knew how to engage attendees.

To make sure it was providing the best customer service possible, the Campus Support team also implemented the HDI Customer Satisfaction Index (CSI) Service, in February 2011. Campus Support uses the HDI CSI service to gather constructive customer feedback and identify areas where they need to improve to provide better service.

The Results:

At that time, the Campus Support team set a customer satisfaction goal of 95 percent. The team is extremely proud to report that it's currently meeting this goal, after having exceeded it in 2012 with a customer satisfaction rating of 97.3 percent!

Eighty percent of the Campus Support team is now HDI-certified, which helped it qualify for the HDI Team Certified award. They aren't stopping there, though—they're aiming for 100 percent certification!

"We absolutely attribute our customers' increased satisfaction to positive operational changes and professional development opportunities, such as HDI's training and certification standards and services."

Gina Montague, Manager, Support Services
Campus Support Team, Infinite Campus | Blaine, MN

HDI® TEAM CERTIFIED

Learn more about the HDI CSI Service at **www.ThinkHDI.com/CSI**.
View the full list of certification courses at **www.ThinkHDI.com/Train2013**.