



LIVETIME®

## Case Study Compose Systems

### Profile

Compose Systems  
Hong Kong

Industry  
Printing

Service Area  
Global

Product  
LiveTime Support

#### Business Benefits

- Consolidated Global Support Infrastructure
- Improved Resource utilization and timely resolution
- Improved Customer satisfaction

### Compose reports success with LiveTime Support

Compose Systems specializes in the development, marketing and distribution of innovative prepress solutions for the printing and publishing industry. Headquartered in Hong Kong, they are committed to providing the best available software and hardware technologies to meet the ever-increasing challenges of the prepress arena.

Compose invest heavily in research and development (R&D) with the technical team based in Hong Kong, and sales and support teams stationed in North America, UK and China. Building on the R&D investment Compose provide global customer support, this includes responding to over 250 support calls a day.

The emails and phone calls were managed using an application that was developed in-house by programmers. This home-brewed system was said to have “primitive functions and could not generate reports.” Realizing there was valuable information locked within the support application that would benefit product R&D, Compose decided to upgrade the system.

As a global company a web-based solution was an essential requirement for Compose. Additional system prerequisites demanded ease of use for customers and support staff, with a low total cost of ownership.

LiveTime Support was selected as the product of choice. During the installation process. Tom Sit, Managing Director, commented that the LiveTime staff were, “very helpful and talked us through the installation steps patiently.” He went on to say, “Service has been excellent. All our questions were answered within 24 hours.”

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After LiveTime Support was installed, staff learned to use the application within five hours, and now customer support has become an integrated part of product R&D, with “Incident” reports being generated on a daily basis.

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Compose Systems can now access up-to-the-minute information about the impact of each product release cycle and its cost effectiveness. This information allows Compose to better allocate their technical resources and plan for future product development.

LiveTime has proven to be such a success at helping manage the Compose customer Support Desk, that it has also been implemented as a Help Desk to provide the same level of efficiency and functionality for the management of internal support issues.