



LIVETIME®

Case Study D & H Distribution Co.

Profile

D & H Distribution Co.
Harrisburg, PA

Industry
Distribution

Service Area
United States

Product
LiveTime Help Desk

Business Benefits

- Increased productivity
- Improved customer satisfaction
- Improved accountability

D & H Delivers with LiveTime Help Desk

D & H is one of the United States leading technology distributors specializing in emerging trends across IT, Electronics, Entertainment and Gaming. As the countries distributor of the first color TV, first home PC and the first gaming system D & H has a tradition of leading the way with new technologies. Hence, there was no surprise when D & H selected LiveTime as its preferred vendor for its Help Desk and Customer Service infrastructure.

LiveTime was selected for its standards based approach and incredible ease of use for both customers and support staff. “LiveTime’s customization options provided incredible flexibility and did not require full time consultants like other solutions we investigated”, said Beverly Marino, Manager, I/S Support Services at D & H. “Adding custom fields and popups took only a few minutes”, said Beverly.

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“Our existing solution was too limited for our environment” said Beverly.

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D & H is now able to track all requests across the organization and provide detailed statistical information, including time per incident and impact analysis that was difficult to achieve before. “Additional features, such as incident linking and the tagging of private and public notes are great time savers”, said Beverly.

In addition, LiveTime’s built-in Configuration Management Database (CMDB) allowed D&H to create a detailed map of the internal infrastructure and their relationships. Technicians are now able to perform root cause analysis in just a few clicks.



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