



## Case Study Marvin Technology Company

### Profile

Marvin Technology Company  
City, Country

Industry  
Technology

Service Area  
USA

Product  
LiveTime Support

#### Business Benefits

- Increased productivity
- Improved product development
- Centralized service and support
- Improved Customer satisfaction

### MTC Centralizes Support and Improves Customer Service

MTC, Inc provides computer-consulting services, network support and restaurant point of sale software to a variety of corporate and hospitality clients. Working from one central location with three satellite offices, MTC needed to streamline its support to provide better customer service and assist product development.

MTC managed its support service using Excel worksheets, contact managers, email, to-do lists, custom web and database applications and numerous phone calls. The actual service workflow was so disorganized that some customer issues “fell through the cracks” or solutions were not ever communicated to customers. The chaotic management made it apparent that improvements needed to be made. However, with a mixed environment of PC and Apple computers, and a concern over browser and multi-platform compatibility issues, the solution was not obvious. MTC required a scalable, web-based system that it was able to grow with.

MTC searched for solutions, but found that although there were a wide variety of options available, many applications were incomplete or too expensive. They registered for the online demo of LiveTime Support and were impressed by its ease of use and low training requirements. Shortly after the installation MTC promoted it to a few select customers that used it to report and monitor their own support issues.

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After receiving positive feedback, MTC promoted the customer support portal to their remaining customer base and soon found that “it was hard to live without LiveTime.”

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# MTC

Marvin Technology Company

MTC subsequently implemented a call centre to work in conjunction with LiveTime Support Desk, ensuring all customer calls were channelled via the new system. MTC also used LiveTime in the software development department to track bug fixes, record feature requests and other communications regarding product development.

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Since LiveTime Support gave MTC an up-to-the minute picture of its support service process, including technician workloads, it allowed them to re-distribute job tickets based on volume and allocate projects to the most appropriate employees.

MTC found that LiveTime's real-time reporting allowed it to make more informed decisions about customer needs, the effectiveness of its employees and whether MTC needed to increase its support resources.

Brian Marvin, CEO for MTC, Inc reported, "LiveTime Software has allowed us to double our throughput and improve our end user's experience. It has provided a central means of communication within our entire company."