



LIVE TIME®

Case Study Peoples Bank

Profile

Peoples Bank
Indiana, USA

Industry
Finance

Service Area
State

Product
LiveTime Help Desk

Business Benefits

- Increased productivity
- Improved Customer satisfaction

Peoples Bank eases growth pain with LiveTime

Peoples Bank has been fulfilling the banking needs of the Northwest Indiana community since 1910. As a community bank, it is committed to providing high quality deposit, loan, trust, and investment services in each of their eight branches. Their mission is to remain a strong and independent financial services provider through delivery of highly personal and friendly service.

In order to maintain their customer focus, Peoples Bank recognized that their staff of approximately 500 must not be inhibited by a complicated issue reporting process. It was vital that their network, software, and hardware be provided in a well-supported environment to meet their customer's needs.

The growing IT demands of Peoples Bank were being serviced by an expanding IT staff, but were hampered by the use of a non-scalable helpdesk software. The team needed an application that could grow with the bank that was also easy to use for customers and technicians.

So began the search for a support application with the following features, easy case creation, organized view of cases, email notification, ability to attach files to cases, auto-escalation, service levels, easy set-up, simple administration.

“Peoples Bank found that LiveTime Help Desk met the selection criteria. “Our biggest requirement with helpdesk software was ease of use, and we didn't see any product easier to use than LiveTime” commented Donna Gin, Assistant Vice President, Manager, Information Technology.”



Choosing LiveTime Help Desk as Peoples Bank support solution has been well justified says Donna, “So far we've had a great experience working with the LiveTime team. LiveTime exceeded our expectations and allowed us to adopt best practices immediately.”

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