Knowledge Management for Automotive Industry

"Using Knowledge Management add-in as a Sales and Customer Support Backbone for Automotive Industry"

Client Business Description

Transstar Industries is the global leader in transmission and driveline-related solutions. Transstar was founded 1975 in Cleveland, Ohio, where the company is still headquartered today. In four decades, they have grown to be a global supplier of products related to the transmission and driveline.

Background

Client offers huge range of automotive product parts. They were following the classic approach (Emails/Calls) to handle **client FAQs**, responses and inquiries on their SharePoint based customer portal.

Idea

The Client wanted to **streamline the knowledge sharing process** in his organization and preferred to use our **SharePoint based Knowledge Management Add-in** with some added **customizations.** The client also wanted to have a **common interface for his sales and support team** to achieve customer satisfaction and enhance profitability.

Challenges

- **Response Time:** No Response Time Uniformity for addressing customer support issues.

- **Organization of data:** No mechanism to **categorize the inquiries** and their **sharing** process.

- **Collaboration:** The company lacked **collaboration** between sales and support agents.

- **Knowledge Bank:** There was no **knowledge repository** in place.

- **Statistics:** Data analytics and enquiry stats were not available.

Our Solution

With the help of our Knowledge Management SharePoint add-in we have developed and implemented a solution where Transtar's sales and support team could **collaborate and share the knowledge** effectively and efficiently. Our client, Transtar is now **handling the client inquiries in a more streamlined way**. In order to address client's questions accurately, they now have an interface with following features:

- Multilingual
- Knowledge Repository
- Powerful keyword search
- Search on documents
- Branding & Personalization
- Analytics Dashboard
- User access permissions

- Q & A Status controls
- Email response templates
- Auto detect user profile language
- Single interface for internal team
- Customer request categorization
- Responsive and consistent design

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"It has been a pleasure working with the team at Beyond Technologies. Their top-notch solutions have changed that way that our company engages internally. Their team was extremely responsive to our requests to customize an application to fit our unique needs. Their ability deliver on time gives us the utmost confidence in their proficiency and is why we will continue to rely on Beyond Technologies moving forward."

TRANSTAR
TRANSTAR INDUSTRIES. INC.

Michael Wilt
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