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TechTree IT
Knowledge | Transformation | Delight

PROFILE

TechTree IT Systems

Based in Mumbai, India, TechTree IT specializes in building high performance business applications for mid-market and enterprise organizations that need solution on Portals and Collaboration, Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), and Unified Communications. Its solutions aredesigned keeping in mind the critical needs of customers like ability to scale up rapidly, collaborate across geographies, and support fail-safe operations.

Headquarters:
Mumbai, India

Website:
http://www.techtreeit.com

IN BRIEF

Objectives:
- Improve internal operations
- Efficiently manage business targets Increase customer satisfaction
- Increase employee interaction and retention
- Improve means of capturing and sharing knowledge

Solution:
Clearvale Enterprise

CASE STUDY

"To be a member of Clearvale is an integral part of TechTree IT Systems Induction program. Every new member of TechTree IT is sent an invite to join the TechTree IT Clearvale network and thus a sense of camaraderie is achieved between employees. Employees also post various motivational content and this acts as a booster to their day-to-day work at the organization. Recent project success stories are also shared with employees."

- Lt Col Sanjay Ahuja, COO, TechTree IT Systems Pvt Ltd

Business Case

TechTree IT Systems was looking for a way to meet multiple goals: improve customer satisfaction, increase internal collaboration and knowledge sharing and retain more of its employees. Like many companies, the issues attached to these goals were all inter-related – employees lacked awareness of one another's activities and the company needed to find a way to foster an open culture that made it simple for employees to interact and stay connected with one another. This would not only improve productivity and morale, but enable them to provide better service to their customers. Deciding that an enterprise social network would be the best way to meet these goals, TechTree IT chose Clearvale. Impressed with Clearvale's robust features and ease of use, TechTree IT Systems instantly began using Clearvale as a platform for employee interaction and knowledge sharing across all communities of the TechTree IT network. TechTree also uses Clearvale to manage current customers and business targets.

Results

- Better access to knowledge and internal experts -- an improvement of 25%
- Greater employee and customer satisfaction: With Clearvale, employees have greater awareness of theircolleague's activities, and customer satisfaction has increased approximately 20%
- Innovations: Use of Clearvale has resulted in an increase of rolling out enhancements by 15%
- Improved response times: through efficient employee collaboration, response time has been reduced by 35%
- Emails and Efficiency: Email has decreased by 20%, which has also indirectly helped in fields like response time
- Improved means of capturing knowledge and recognizing hidden talent. This particular functionality has helped with employee retention
- Process documentation has seen an improvement of around 40%
- Employee retention: The cost of losing an employee is about 35% of the departing employee's salary. The transparency provided by Clearvale has brought down the attrition rate in one year by 12%