

CUSTOMER SUCCESS STORY



The industry leader in appraisal and tax software provides exceptional client support with TeamSupport.

APPRAISING CUSTOMER SUPPORT EXCELLENCE

Since 1975, Harris Govern has provided integrated assessment and tax collection software suites for hundreds of local government agencies in the U.S. and Canada. Its systems help agencies such as county appraisal districts, tax offices, cities, and school districts increase revenue and efficiencies through workflow automation, GIS integration, and document management.

Harris Govern became part of the Harris family in 2012 and one of three business units located in three different cities—Allen, Texas; Ft. Collins, Colorado; and Montreal, Canada. To add complexity to the mix, some of the staff worked in each of the three offices while some worked remote. The three different help / support systems were built in three different software languages, making accessing data and compiling reports cumbersome, time consuming, and troublesome.

And when it came to serving its customers the company had a very difficult time even keeping track of customer issues, much less achieving resolutions in a timely, efficient manner.

THE BUSINESS CHALLENGE

At the time that Harris Govern—formerly True Automation—was acquired by Harris Computer, two other business units were acquired as well. All at once, one company was operating with three different help systems and various disconnected workflows. When it came time to create reports, it was an arduous process of creating queries and manually pulling data from three different sources, building a spreadsheet, and compiling the information in a cohesive manner. It was an all-day process every week.

Another source of frustration was the inability to search tickets and history via customer number, ticket number, or keyword. To make matters worse, when Angela Keeton, Vice President Client Services for Harris Govern, asked her then help desk solution provider for a search feature, she was nickle-and-dimed, being sold new products when all she needed was a simple solution to her problem.



“We discovered early on that TeamSupport was so customizable, we could make it do anything we wanted! We found new ways to automate and were able to stop using our old disjointed systems entirely.”

ANGELA KEETON
Vice President Support Services

IT'S ALL ABOUT THE RESULTS

Since implementing TeamSupport, Harris Govern B2B customer support teams have experienced synergy and visibility between the three business units, time savings reallocated towards more important initiatives, and improved efficiencies.



SOLUTION-DRIVEN IMPACT

Visibility into health of client relationships

Capture **key metrics**, such as value of customer

Time to pull data reduced from 8 hours to minutes

Built one-stop **Knowledge Base** for all resources

Easy access to data, reports, and analytics

WORDS OF ADVICE FROM HARRIS GOVERN

“When you are investigating customer support software providers, make sure they are focused on B2B. B2C solutions don’t give you the ability to manage the more complex nature of a business customer—or in our case government agency.

“If you have more than one business unit or decentralized teams to convert, focus on collaboration and bringing them all together before implementation and onboarding. Gain buy-in from the support team leaders about increasing efficiencies and driving change. And don’t forget about engaging product development!

“Continue learning. You are not done after implementation. Keep in touch with your dedicated TeamSupport CSM to discover other uses for TeamSupport and attend the monthly TeamSupport Universities for tips, tricks, and ongoing training to make the most out of the platform.”

AWARD-WINNING SOLUTION

