.blocworx

process over code

Case Study: eir - Fixed Mobile

Quick Implementation with no code future proofs Customer Service Portal

Case Study

eir is a large fixed, mobile and broadband telecommunications company in Ireland. The company's retail mobile division markets services directly to homes and businesses, and includes value added services like Mobile Broadband for home users and a wide range of digital services tailored to business customers.

Challenges

- Expensive to upgrade their existing systems

- Wanted ways to reduce the amount of call to the customer center

- Wanted ways to improve the customer experience
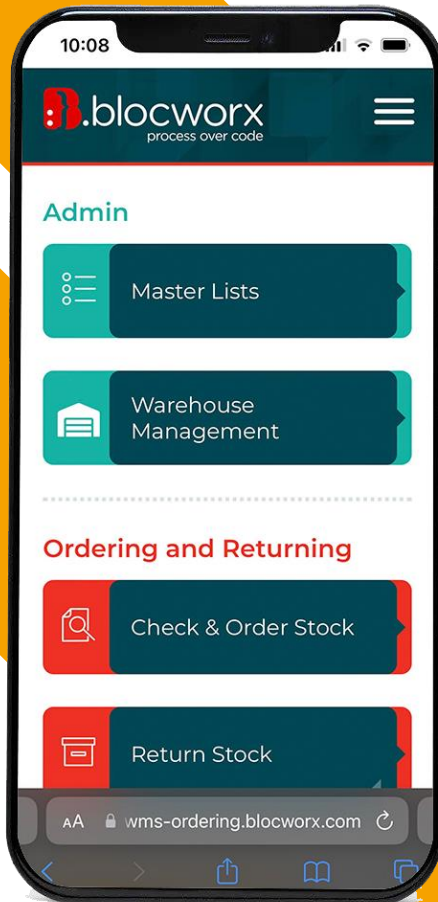
- Accurate device return tracking

The Goal with Blocworx

Improve the customer experience, and create an efficient traceable workflow in the shortest and smoothest period as possible.

Eir was looking to revolutionize their business from a traditional incumbent into a vibrant and customer-centric provider of innovative and flexible services.

Outcomes and benefits of Blocworx

- Customer experience dramatically improved

- Improved return process

- Improved Stock management

- Improved Data accuracy

- eir Portal – Improved Visibility, and Data Recall

- Scalable and flexible solution

- Substantial Costs Reduction

- Short Implementation timeframe

- Improved User Experience (UX)

  - Easy to use, Intuitive interface

"Blocworx allowed us to create a platform that met our needs and to evolve according to our needs with a minimum of development time and resources."

Thomas Dunphy, Devices commercial Manager at eir

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With Blocworx you can build solutions without a developer.

We invite you to utilise the power of No Code.

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