

DATA MOTION™

SUCCESS STORY

**Government-funded Consumer Complaint
Agency (European Country)**

BRIDGING PEOPLE AND PROCESS



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SUCCESS STORY



Government-Funded Complaint Agency (European Country)

Challenges:

High volume of consumer-complaint cases containing personally identifiable information; quality control reviews legally required; obligation to share information with both federal and local authorities in a secure, protected environment; overtaxed IT department; need for multi-dimensional communications to and from consumers and among trading partners, the government office overseeing the agency, and federal and local authorities.

Solutions: DataMotion SecureMail and DataMotion WorkFlow, including DataTransfer, DataForms and DataBridge

BACKGROUND

A national consumer-complaint agency funded by a European country's government (unnamed for security reasons) was processing more than 1.5 million complaint cases a year via the Internet and phone.

The agency has been counseling consumers via the phone and internet in an effort to help citizens resolve disagreements with suppliers of goods or services. Consumers post complaints on the agency's website or relayed their dissatisfactions via the phone. These cases contain confidential and personally identifiable information. Many of the case details are transmitted to local and federal authorities as well as trading partners.

All of this must be accomplished in a very tight turnaround time, and within a secure, protected environment.

CHALLENGES

The consumer-complaint agency manages an incredibly large volume of consumer cases each year. Recorded interviews are conducted online and via the telephone by trained advisors.

Since personally identifiable information is exchanged either on the phone, or through the agency's website, the agency needs a way to communicate with consumers and partners swiftly and securely.

A key aspect of the online service is the ability for consumers to post complaints or concerns about businesses or products through a form on the website, and have that information securely routed to the appropriate department.

The agency interfaces with local authorities on a daily basis and is often required to provide data to federal departments as well. Additionally, the agency provides information to relevant trading partners. Interacting with these disparate computing environments makes exchanging information difficult. All these requirements overtax already pushed-to-the-limit IT infrastructures.

Adding to the situation's complexity, information must be turned around in a timely fashion in order to ensure a high customer satisfaction rating.

SOLUTIONS

The consumer-complaint agency decided to take advantage of DataMotion's Intelligent Information Transport platform.

"We were attracted by the apparent power and simplicity of DataMotion's solution," said an IT consultant representing the agency. "DataMotion was prepared to invest in understanding our requirements and suggesting more workable alternatives, many of which we eventually adopted."

DataMotion's solutions automated the agency's processes, so it could easily and quickly exchange information while simultaneously tightening security and efficiency.

The agency added several key applications to its existing infrastructure: DataMotion SecureMail and DataMotion WorkFlow, including DataTransfer, DataForms and DataBridge.

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“We were able to offer a secure, flexible environment that tightly integrated with what the agency already had rather than rebuilding its infrastructure from scratch.”

Bob Janacek, DataMotion CTO

DataMotion SecureMail enabled the agency to have full control over all messaging in a safe and trackable environment. The agency now enjoys a secure yet flexible environment that integrates with its existing infrastructure and applications—eliminating the need to rebuild.

DataForms automates XML transformation, so the agency can share information with different kinds of computers, applications and organizations.

With DataBridge, the agency is able to deliver secure forms data into its backend customer relationship management system.

DataTransfer allows the agency to send and receive large messages and files in a bandwidth-controlled manner.

RESULTS

Because DataMotion’s IIT system conforms to Microsoft’s .NET and Web services API standards, the agency easily and swiftly integrated the applications into its existing ecosystem.

“We were able to offer a secure, flexible environment,” said Bob Janacek, DataMotion CTO, “that tightly

integrated with what the agency already had rather than rebuilding its infrastructure from scratch.”

“Thanks to DataMotion’s solutions, the trading standards officers will now be able to concentrate solely on tackling high-level cases of fraud and counterfeiting,” said an agency spokesperson.

Through an internal audit, the agency determined that it received \$5 of value for every dollar spent on DataMotion applications. Thanks to the agency’s upgrade to DataMotion secure services, the agency is performing at peak levels. An external security audit resulted in high scores for the agency due to its military-grade encryption of data.

The agency’s customer satisfaction rating has improved continuously since the implementation of DataMotion applications. Today, the agency’s customer satisfaction rating is more than 90 percent. The happy ending doesn’t stop there.

Due to its successful self-mastery, the agency was given additional responsibility. Once a single entity, the agency is now a group of agencies that oversees other agencies. “DataMotion is happy to be part of this government agency’s success,” DataMotion’s Janacek said.

