Progress® Sitefinity®

RedSail Technologies® Creates Customer Support Portal and Achieves Immediate 30% Resolution Rate with Progress® Sitefinity®

AT A GLANCE

RedSail Technologies is the parent company of two major pharmacy software brands: QS/1® and Integra®, as well as a third software brand, PUBLIQ®, which serves the public sector. When it sought to unite its siloed support portals and improve its online customer experience, it turned to Progress Sitefinity.

COMPANY
RedSail Technologies

INDUSTRY
Healthcare

PRODUCT
Progress Sitefinity

COUNTRY
United States

Challenge

RedSail Technologies' technology had become dated and featured a website with static files that were difficult to update and lacked searchability. It was showcasing the same content to all its customers, which led to a lot of confusion and support phone calls.

"We can do so much more now that we have this foundation – whether it's integrate with a LMS for training, offer new services or capabilities that integrate with our Dynamics environment, or publish product documentation in new ways. We've built this great solution on this platform that we're now able to build upon."

Chris Todd
Program Manager, RedSail Technologies

Solution

Leveraged Sitefinity to store the digital assets that feed its knowledge base.

Integrated to its community through single sign-on and Coveo™ search to ensure the relevancy of search results and ease of use.

Implemented Sitefinity and Pavlik's Portal Connector for Microsoft Dynamics®, creating a customer portal that provided customer post-sale support with integrated case and contact management.

Results

Integrated to its backend CRM, which helped internally with managing its accounts, cases, contacts, and knowledge base.

Immediately achieved a 30% resolution rate for those who read knowledge articles and gained the ability to track how customers engage with website content.

Created a single source of truth, providing customers with only information that is relevant to them, freeing up resources from support calls and helping resolve their issues faster.

Learn how to improve your resolution rate by delivering relevant content experiences with Progress Sitefinity.

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