

# AUREON®

## Case Study

# South Slope Communications

## Problem



South Slope Cooperative Communications faced challenges with their after-hours IT Help-Desk and Customer Care support. Their existing model presented

opportunities for improvement, particularly around service consistency and coverage during shift transitions. With competitors expanding across the Iowa City and Cedar Rapids corridor, leadership recognized that competing on experience required better tools, stronger data, and a more consistent service delivery model.

## Solution



The Aureon Contact Center partnered with South Slope to implement a fully integrated support model built for ISP operations. The solution included:

- **Direct System Access:** Agents log into South Slope's OSS and ticketing systems for live troubleshooting and accurate reporting.
- **First Call Resolution Strategy:** Process alignment focused on resolving issues at first contact.
- **Flexible Staffing:** Process alignment focused on resolving issues at first contact.
- **KPI Collaboration:** Regular reviews of FCR, escalations, and call trends.
- **Standardized Handling:** Consistent scripting across all shifts.

“ Flexible and collaborative are the two words I would use. When challenges arise, Aureon steps in quickly, adjusts, and works with us to improve. ”

— **Brian Hamacher, COO**  
**South Slope Cooperative Communications**

## Outcome

Since implementing Aureon's Contact Center solution, South Slope has seen measurable operational improvements aligned with ISP performance benchmarks. This includes:

- ✓ **Increased First Call Resolution:** More issues resolved on the initial call, reducing repeat contacts and unnecessary dispatch.
- ✓ **Reduced Escalations:** After-hours and weekend escalations to internal teams have decreased, improving response times.
- ✓ **Improved Efficiency and Consistency:** Dedicated agents eliminated shift-based inconsistencies across all hours, while dispatch is now tied to lifecycle equipment replacement rather than avoidable troubleshooting gaps.
- ✓ **Greater Leadership Focus:** Supervisors spend less time on staffing gaps and more time on data and growth. South Slope's NPS continues to trend upward, reflecting stronger customer loyalty.

## Key Results



**11% Increased First Call Resolution** improving client satisfaction with faster resolutions.



**Flexible Surge Staffing Capability** supporting outage events and peak call volumes



**24/7/365 integrated ISP support** reducing after-hours escalations and service delays