



Case Study

Bloomington Communications

Problem



Bloomington Communications faced challenges with their after-hours **IT Help-Desk** and **Customer Care support**. Their existing provider delivered

inconsistent service, and long hold times led to dissatisfaction and internal concerns about customer experience. When leadership proposed switching to a new provider, there was hesitation around whether anyone could **truly deliver better results**.

Solution



The Aureon Contact Center team partnered with Bloomington Communications to create a tailored after-hours support solution. The solution included:

- **Efficient Call Handling:** Answer times improved to under 30 seconds and resolution in under 7 minutes.
- **Comprehensive Reporting:** Monthly performance reports provided consistent insight into trends and outcomes.
- **Hands-On Management Support:** Aureon maintained close collaboration through regular check-ins and communication.
- **Strong Documentation and Training:** Aureon Agents were fully trained to follow Bloomington's exact call-handling standards.

“Aureon picked right up and began providing better support than our previous after-hours company. Long hold times are a thing of the past.”

— **John Schneider, Network Administrator,**
Bloomington Communications

Outcome

Since the implementation of Aureon's Contact Center solution, Bloomington Communications has seen significant operational improvements. This includes:

- ✓ **Reliable Customer Experience:**
Customers now receive consistent, high-quality support, even after hours.
- ✓ **Improved Oversight:**
Regular reporting and direct access to managers ensure expectations are met and issues are resolved quickly.
- ✓ **Reduced Administrative Burden:**
The internal team spends less time managing support concerns and more time focusing on core operations.
- ✓ **24-7-365 Confidence:**
Bloomington can now assure customers that tech support is always available when they need it most.

Key Results

< 30

**Calls answered
in under 30
seconds**
resulting in
more efficient
call handling.



**Issues resolved
in under 7
minutes**
transforming
customer
experience.



**24/7/365
customer care
coverage**
allowing calls
day or night.