



CLIENT SPOTLIGHT: JAYEX

Healthcare Software Company Turns to ModSquad for Stellar Support

Jayex provides software and hardware for hospitals and physicians' offices. When their customers call for support, they don't have a minute to lose. These callers are seeking assistance with Jayex's cloud-based platform, which helps medical providers better engage with patients. In this client spotlight, Jayex Operations Manager and Product Manager Matteo Marcolini, shares what prompted him to augment Jayex's customer support team, why they decided to partner with ModSquad, and why his choice has proven to be a savvy one.

How did you handle support requests before partnering with ModSquad?

The company had a customer support team in London that received inbound calls and logged email requests into support tickets. One of the biggest challenges is that the support team tends to have high turnover. I got tired of having to go through the process of hiring and training new individuals for the role. Sometimes you just don't find a person right away. By the time you train them, you've lost a month and a half. In that time you're backlogged with an insane amount of calls. So I looked into outsourcing the tasks of answering inbound calls and logging tickets.

Why did you select ModSquad?

We selected ModSquad because of its flexibility. My biggest challenge was that my team was already pushed and optimized as much as it could be. We had a budget to work with, and we structured a scenario with ModSquad where a couple of Mods would keep us at the same level of coverage.

MODSQUAD.COM // SALES@MODSQUAD.COM // 855.818.MODS

I would definitely recommend ModSquad, absolutely, 100%. You know that the Mods will be there, no matter what. It's definitely worth it.

— Matteo Marcolini, **JAYEX** 
Operations + Product Manager

That, for me, was good, because as long as I could achieve the same result without the problem of high turnover and the additional costs brought about by recruitment, training, and downtime, it was a win-win.

Before, we probably lost around 20% of our calls, because our people were on the phone dealing with someone else. But that's not a fixed number. Whenever a support team member left, between the time that person left and the time we had somebody else in place, for that month or so we were actually dropping down to 30%, 35% of the calls lost. That drop was one of my biggest problems. Now we cover 94% of the inbound calls. We hardly have to log a voicemail; I don't think we've had one in a substantial amount of time. We now have a support team that we know we can rely on 24/7/365. We're 100% happy with the service, which is great.

ModSquad is a global provider of on-demand digital engagement services, known as ModSourcing: Outsourcing *Modernized*. We offer expert-level service in customer support, moderation, social, and community for some of the world's coolest brands. Our Mods engage customers and communities across online, mobile, social, in-game and in applications. We've delivered digital initiatives for clients in 70+ countries, with capacity to respond in 50+ languages. We are the Mods!

