

CYRUSONE

CYRUSONE IMPROVES CUSTOMER
SATISFACTION WITH THE HELP OF
JANEIRO DIGITAL





WHO IS CYRUSONE?

CyrusOne offers data center solutions and colocation services for enterprise clients. Their global data storage centers allow customers to purchase the space and services needed for housing and maintenance of their server equipment. CyrusOne operates state-of-the-art facilities that feature power and cooling efficiencies, redundancy, connectivity, and more.

Over the course of three large-scale digital projects, Janeiro Digital has proven themselves as a valuable collaborator for CyrusOne. Their iterative Rapid Alignment cycles drove a deep understanding of CyrusOne's business objectives, feasible proposals for solutions to those needs, and accurate predictions of the costs and resources required. By coupling those learnings with their innovative Design and Development process, Janeiro Digital has answered some of CyrusOne's biggest challenges.

NEW WAYS TO SERVE CUSTOMERS

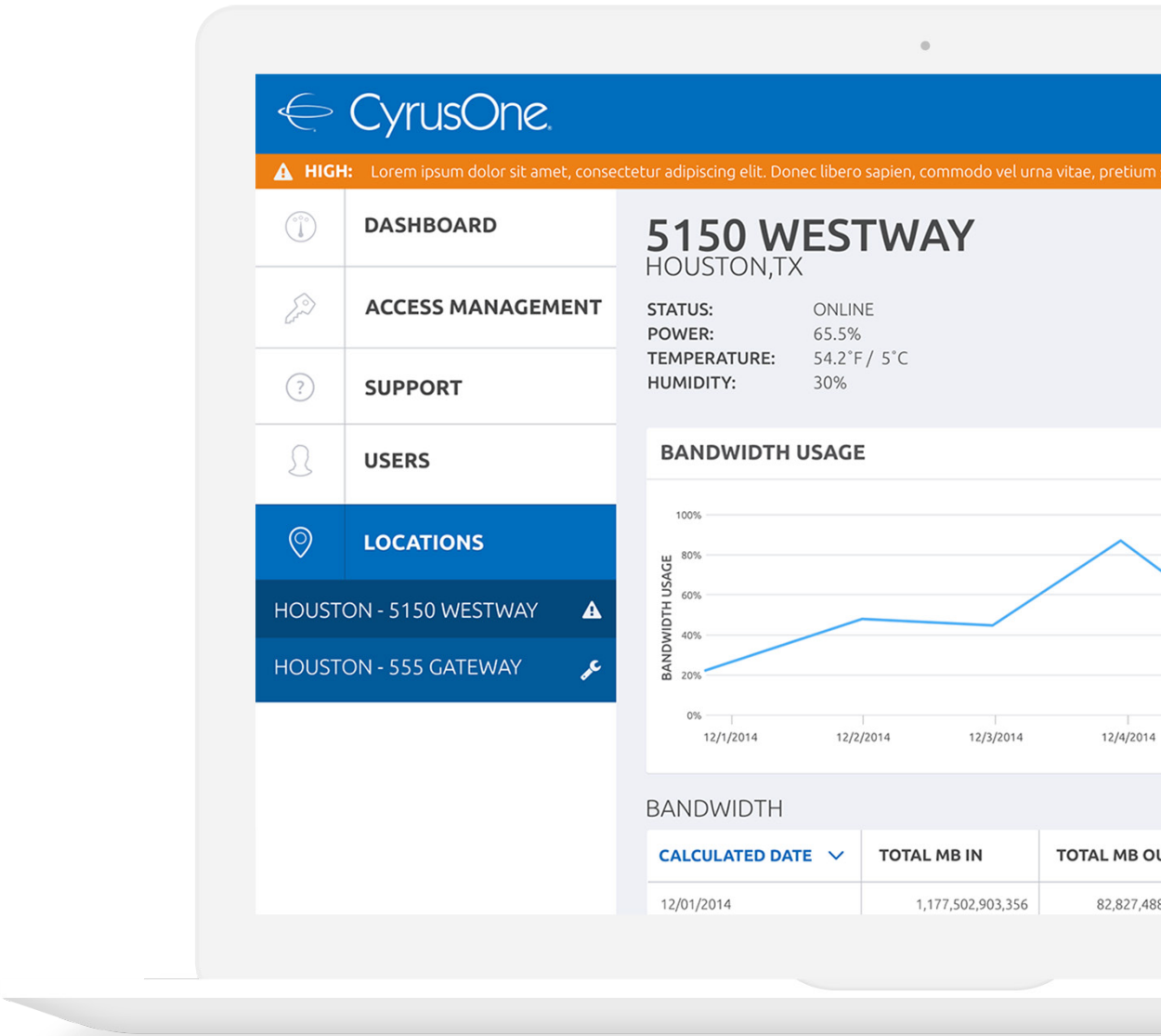
While becoming familiar with the business challenges faced by CyrusOne, Janeiro Digital saw a way to extend efforts to another area of the business that needed a hand: Customer Care. They felt comfortable that they could build on their knowledge and understanding to help both the Support team and their external customers.

CHALLENGE

CyrusOne already embraced a customer-first mindset for their offerings and had an amazing reputation in their industry. And yet, Janeiro Digital observed, they lacked a real way to connect with their customers — especially for simple interactions such as choosing services or self-monitoring setups.

As a result, CyrusOne’s Help Desk and support operations were constantly flooded with a wide range of support requests. Their legacy ticketing system strained to handle the load and manual phone and email follow-up made for slow service and high overhead. To manage the requests, CyrusOne was utilizing multiple support and customer relationship applications, such as ZenDesk and Salesforce. While these applications each had important roles to play in their operations, they didn’t tie together well or easily.

CyrusOne agreed that the bottleneck in customer support was a problem that could be addressed.



SOLUTION

Janeiro Digital designed and implemented the CyrusOne Portal, a secure, web-based, portal application for their customers that included self-service functionality.

This new customer portal would reduce the volume of tasks flowing through the Help Desk. Many of the tickets that the support team encountered each day were being handled manually but seemed to be candidates for automation. By alleviating the burden of those smaller and simpler tasks and allowing the team to focus their efforts, the need for additional staffing would also decrease.

For customers, the portal would give them a new way to monitor their data centers, obtain invoice information, adjust security permissions for their own staff, and order additional services as they need them, all in one place.

BENEFITS

CyrusOne Portal created a streamlined incoming support flow for CyrusOne that reduced response time, lowered overhead costs, and increased self-service sales opportunities. Within sixty days of the Portal launch, CyrusOne experienced 100% adoption across their client base.

The Portal has driven transformative operational change in the day-to-day of the Support Team and an 85% reduction in customer service overhead. By letting them focus on their important tasks, they're able to offer better customer service for those customers that require a high-touch relationship.

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Janeiro Digital has helped CyrusOne become more efficient as an organization and build new and better ways of serving our customers.

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Blake Hankins
CIO, CYRUSONE



ABOUT CYRUSONE

CyrusOne operates state-of-the-art data storage centers around the globe. They offer customized data center solutions tailored to the IT needs of their customers to help them lower short and long term capital and operating costs. This allows their customers to overcome current and future capacity constraints by responding to technological updates, meeting business growth, and complying with up-to-date industry regulations.

Learn more about CyrusOne at www.cyrusone.com.

ABOUT JANEIRO DIGITAL

Janeiro Digital is a Digital Business Consulting Services company committed to leveraging digital expertise to benefit their clients. Utilizing technology to enable and address key digital business objectives, Janeiro Digital doesn't just fix problems — they provide sustainable solutions that optimize their client's performance to better serve their customers.

Learn more at www.janeirodigital.com.



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