



WWTS CASE STUDY

Worldwide Tech Services turned to Glympse to improve customer experience and discovered that the power of location can provide so much more than customer satisfaction.

OBJECTIVES

Worldwide Tech Services (WWTS) provides onsite tech support for some of the world's leading technology providers, businesses and consumers.

Differentiating is key in a competitive market. WWTS prides itself on offering their customers excellent service, but they wanted to be able to offer more to their customers.



"We turned to Glympse to help enhance our customer experience. What we got was a powerful data console with tracking and reporting features that has improved how we manage our employee data and manage discrepancies."

Shane Carrizosa

IT Business Analyst at WWTS

CHALLENGES

- Find a last mile solution that gives their customers control over their day
- Deep reporting features that allows WWTS to improve operations through employee data

SOLUTION

Worldwide Tech Services turned to Glympse to provide exceptional customer experience with our last mile location sharing.

Glympse's Customer Journey Experience provides WWTS with customer notifications, accurate ETAs and live location. Their customers are empowered with the information they need, eliminating the need to call and inquire about appointment status.

Additionally, WWTS also has access to Glympses' dashboard console with metrics and data. Managers are now able to analyze and optimize operations throughout the week.

Glympse helps WWTS stay ahead of their competition by standing out as a company that values their customers' time

RESULTS

Glympse brought surprising results. What started as a customer experience initiative revealed interesting data.

The mileage information demonstrated some discrepancies between what was reported and the actual distance traveled. Glympse provided accurate GPS data that positively changed the way WWTS conducts their everyday business.

Overall, Glympse became an important tool for managing the workforce and monitoring employee data, resulting in significant cost savings.



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