

Leedo Cabinetry, Inc.

Location: **East Bernard, TX**

Industry type: **Manufacturing**

Current business: **Full service cabinet manufacturer**

Number of Employees: **400+**

<http://www.leedo.com>

BUSINESS CHALLENGES

Inefficient IT Help Desk Process:

Leedo Cabinetry's IT help desk spent considerable time fielding constant phone and email status inquiries – instead of focusing on actually resolving the IT issues.

Customer Relationships Were Not Centrally Managed:

Leedo customers would interact with a wide range of the company's employees. There was no process in place to track customer concerns, much less know who else at Leedo was also speaking with them.

Inconsistent Sales Management:

Leedo was faced with a very inconsistent approach to managing its field managers and subcontractors, making it difficult to evaluate performance and hold the sales team accountable.

CORASWORKS SOLUTION

IT Help Desk Solution:

Leedo turned to the CorasWorks Workplace Suite and SharePoint 2007 for a complete help desk solution that was quickly deployed without custom coding. Everything – from submitting a problem ticket to tracking its status to providing email notifications – was managed by the help desk.

When creating its new customer service site, the company decided to replicate the structure of its CorasWorks-based help desk solution.

Field Manager Dashboard:

Leedo is leveraging CorasWorks' dashboard display for its field managers and subcontractors. This simple, plug-in solution will provide managers consistent visibility to pre-defined targets and deadlines.

THE IMPACT

Improved IT Productivity:

Employees feel more informed in regards to their IT requests while the IT staff became significantly more productive – saving an estimated 40+ man-hours per week. This savings doesn't even include the productivity gains the IT team experienced by eliminating the repeated phone and email interruptions.

Organized Customer Service:

With CorasWorks, Leedo is enabled to track customer interactions, field customer questions appropriately and better understand customer needs in a way they never could before.

Increased Rep Accountability:

Leedo expects to see increased rep accountability and improved sales pipeline management with an increased ability to evaluate field management performance.

“The time saved with our CorasWorks help desk is considerable – I'd estimate at least 40 man-hours per week from just this one solution. And that doesn't take into account the increased productivity we have experienced by eliminating constant phone and email interruptions!”

- Darryl Preen, CIO

Next Steps...

With the tremendous success of its CorasWorks-based help desk solution, Leedo is now ready to fully deploy its customer service help desk and field manager dashboard solutions.

Over the last 35 years, Leedo Cabinetry has evolved into one of the nation's leading suppliers of cabinetry, countertops and installation to distributors and builders who require a full service cabinet company. The company needed to address critical communication inefficiencies within three distinct areas: its IT help desk, customer service and field management teams. Leedo turned to the CorasWorks Workplace Suite on the SharePoint 2007 platform to implement comprehensive solutions to address the challenges of each team.

IT Help Desk: When IT issues occurred at Leedo, those impacted would want to understand when their IT problems would be addressed. The company's IT help desk seemed to spend more time fielding constant phone and email inquiries – instead of resolving the IT issues. The IT help desk needed a way to proactively communicate where an issue stood in the pipeline as well as progress made towards its resolution. Employees needed to have a place where they could check their IT issue status, without having to talk directly to IT.

Leedo turned to CorasWorks and SharePoint 2007 for a complete help desk solution that could be quickly deployed without custom programming. Everything – from submitting a problem ticket to tracking its status to driving the process through email notifications – was effectively managed via the CorasWorks Workplace Suite's help desk solution.

After the help desk solution was implemented, employees felt more in touch with where their request stood in the process while the IT staff itself became significantly more productive. According to Darryl Preen, CIO, "the time saved with our CorasWorks help desk is considerable – I would estimate at least 40 man-hours per week from just this one solution. And that doesn't even take into account the increased productivity we have experienced by eliminating the constant phone and email interruptions!"

Customer Service: Historically, a customer could interact with a wide range of Leedo employees – field managers,

sales reps, support, even its accounting department. There was no way to track customer concerns, questions or challenges – much less know who else within the company was also speaking with them. The company needed a better way to manage its customer relationships – it needed a centralized hub responsible for all customer interactions.

When creating its new customer service team, Leedo decided to replicate the site structure of its CorasWorks-based help desk solution. This comprehensive solution enables the customer service team to properly manage all customer interactions from start to finish.

The CorasWorks' customer service solution enables

Leedo to deliver improved customer service with true accountability towards resolving customer issues. Preen indicated "CorasWorks will allow us to better understand our customers. Not only will we track our customer interactions and field customer questions appropriately, but we will also analyze and understand our customer needs in a way we never could before."

Field Managers: With a disperse group of field managers and subcontractors, Leedo was faced with a very inconsistent approach to its sales pipeline, making it increasingly difficult to manage and hold sales accountable and effectively manage its sales pipeline as the company grew.

To address this challenge, Leedo is leveraging CorasWorks' dashboard display for all of its field managers and subcontractors. This easy, plug-in solution provides straightforward visibility to consistent pre-defined targets. The dashboard will ensure that everyone is using the same rule book and is measured by the same milestones and deadlines. No longer will management have to evaluate sales using different performance metrics and inconsistent reporting. As a result, Leedo expects to see increased rep accountability and improved management of its sales pipeline.

