



"I'm OnCall offered the best product and support in the industry."

**Rick Dorrego
Owner, FixBot**

Key Benefits of I'm OnCall for FixBot

- ⇒ First call problem resolution rate increased by 97%
- ⇒ Connect to multiple computers simultaneously
- ⇒ Monetary and travel expenses decreased by 42%
- ⇒ Simplified process for customers

FixBot Case Study

About FixBot

FixBot is a complete PC Support solutions provider for consumers, as well as corporate clients. They provide On-Site support throughout the South Florida area as well as Remote PC Support worldwide. The company strives to give individuals and companies the help they need to quickly diagnose and fix any computer problem they may encounter.

The Challenge

FixBot had previously used other products to provide tech support solutions to their customers but were not completely satisfied with the results. "The main issue with our previous provider was the inability to connect to multiple computers simultaneously," says Rick Dorrego, owner of FixBot, "this created inefficiencies for our technical support personnel." They were also looking for ways to make the process easier for their customers. "We also experienced issues with our customers having to navigate away from our site to the provider's site to enter the session code. This adds an additional step for the customer and we are always looking to minimize the effort on the customer's behalf," Dorrego explained.

The Solution

After an exhaustive search, FixBot decided on I'm OnCall. "We engaged several vendors, but none seemed to be as passionate about our business, or offer as extensive product support as I'm OnCall does," says Dorrego. I'm OnCall allowed FixBot to improve the efficiency of their operation and as a result, expedite the problem resolution for their customers. "I'm OnCall offered the best product and support in the industry," says Dorrego.

The Benefits

I'm OnCall has enabled FixBot to make the remote support process easier for their customers. "Customers truly appreciate the simplicity in which they are able to log into a remote session with a minimum amount of interaction. They go to our website, enter the session code and their problem is solved promptly," says Dorrego. The ease-of-use of I'm OnCall has made a big difference, with the first call problem resolution rate increased by 97%.

FixBot also now uses I'm OnCall to train customers as well as employees. I'm OnCall "provides the ability to train consumers as well as corporate employees without the travel time involved." With I'm OnCall, FixBot was able to decrease monetary and travel expenses by 42%.



01 Communique
1450 Meyerside Drive, Suite #500
Mississauga, ON L5T 2N5
General Inquires: (905) 795-2888
North America only: 1-800-668-2185
Sales Inquiries: sales@01com.com
Website: www.01com.com/



FixBot
PO Box 16116 Plantation, FL
33318-6116
Toll Free: 1-888-835-3745
Telephone: (954) 636 5862
Email: info@gofixbot.com
Website: www.gofixbot.com/