



Agent Efficiency to Streamline Customer Support

50%
Increase in
Agent Efficiency

50-60%
More Information
Made Accessible

About



Hexagon is a global technology company specializing in sensor, software, and autonomous technologies. They focus on providing digital solutions to enhance efficiency and productivity in a variety of industries including manufacturing, agriculture, automotive, and construction.

Their approach integrates data and technology to create smart, sustainable solutions for various geospatial and industrial applications. Hexagon's vision revolves around leveraging advanced technologies to shape smart change in industries and communities around the world.

“Our agent efficiency is up by 50% with AptEdge, reducing headcount and onboarding costs”



Adam Savage

Chief Operating Officer

Challenge



Hexagon, having acquired a variety of companies with different support systems and customer expectations, faced the challenge of integrating diverse teams and knowledge bases. This integration was crucial to maintain a high level of customer support and experience.

- **Global Team Alignment:** Separate support teams with different sets of information.
- **Disparate Knowledge:** Difficulty in accessing and consolidating information across various systems.
- **Resolution Time:** High expectations from customers for quick and accurate solutions.

Solution



Knowledge Unification: Recognizing the complexities and varied nature of the companies they acquired, Hexagon sought a solution that could seamlessly integrate these diverse entities.

Customer Support: AptEdge offered a more cohesive and efficient system, to deliver a superior customer experience resulting in faster resolution times.

Agent Success: Unified knowledge significantly reduced the time and effort required to locate information and respond to customer inquiries.

Results



Agent Efficiency

Ability to access 50-60% more information.

Improved Satisfaction

Significant improvement in customer satisfaction from faster and accurate responses.

Resolution Time

The increased access to information resulted in resolving tickets faster.

730B+

industry size

50+

countries

170

acquisitions

24,000+

employees

Summary

The successful implementation of AptEdge by Hexagon effectively addressed their initial challenges, seamlessly integrating disparate support systems into a cohesive unit. This integration led to a significant business impact, streamlining support processes and enhancing the customer experience through quicker and more accurate support.

Looking ahead, Hexagon aims to further innovate by exploring the integration of AnswerGPT™, underscoring their commitment to continual improvement in customer support and experience.

About AptEdge

Co-founded by tech veterans Aakrit Prasad and Anthony Kilman in 2019, AptEdge is transforming enterprise technical support from a bottleneck into a breakthrough. The platform decodes complex B2B software environments in real time, connecting live product data with enterprise knowledge to power faster resolutions. Trusted by tech titans like SumoLogic, Mimecast, and Cisco, AptEdge turns every support interaction into actionable intelligence – helping teams scale their expertise without scaling headcount and making technical complexity a competitive edge, not a constraint.



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