TRINTECH

Boosting Efficiency and **Customer Satisfaction**

14% reduction in resolution time

About

Trintech, a powerhouse in cloud-based software, specializes in financial close and reconciliation automation services. Founded in 1996 and head-quartered in Dallas, Texas, Trintech's solutions supercharge the efficiency, reliability, and strategic insights of financial operations. With a clientele that spans over 4,200 global companies, including many Fortune 100 firms, Trintech is the unsung hero behind the financial maneuvers of more than 300,000 finance professionals.

> *"AptEdge isn't just about aggregating data from different sources. Its ability to synthesize data into relevant, accurate, and well-structured answers significantly decreases the agent's effort and time necessary to deliver a solution, which is of great value to us."*

Jim Fischer

Vice President, Support and Dataflow Services

Challenge

1. Siloed information and Knowledge Management:
- Trinitech's support teams grappled with fragmented information. Each team member, hyper-focused on one or two products, struggled to provide holistic support.
- Example: Agents repeatedly queried process questions in Teams, underscoring the need for a centralized information hub.

2. Customer Satisfaction and Retention
- Delays in resolving support cases ignited by customer frustration and erorded satisfaction.

3. Internal Communication and Resource Efficiency
- Inefficient internal communication muddled response times and perplexed support agents.
- Scaling support to meet growing demands without ballooning the team size necessitated efficient tools.

Solution

Key AptEdge features

- **AptEdge Ticket Insights:** Summarizes cases and agent actions to date. It's main benefit is provided a comprehensive view of each case.

- **AptEdge Answer AI:** Accelerates and enhances the accuracy of support repsonses. Embedded in the agents workflow within Salesforce, it significantly improves efficiency.

14% reduction in solution time, saving approximately 3,000 days waiting time annually.

Results

Cost savings

- 14% reduction in solution time, saving approximately 3,000 days waiting time annually.

- Capacity improvement equivalent to about 4 full-time agents per year.

Customer Retention

- Increased customer satisfcation scores (CSAT scores for cases managed using AptEdge rose to 9.8).

- Enhanced agent productivity and positive team feedback.

- Improved knowledge base and support case data quality.

Summary

Trintech, a leader in financial close and reconciliation automation, harnessed AptEdge to tackle support challenges head-on. By centralizing data and refining support response accuracy, Trintech slashed resolution times by 14% and boosted customer satisfaction scores to 9.8. These strategic improvements have not only save substantial time and resources but also cultivated a more efficient and high-performing support environment, setting the stage for future customer service innovations.

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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