4me®

JMA WIRELESS

HEADLINE SUCCESS

Improved availability across multiple channels

Increase in customer satisfaction rates

"4me is a jump into the future!
It is fast, simple and easy to use, with great integration and future expansion capability. We aim to be as customer-oriented as 4me."

Matteo Balducci
Value Added Services Manager, JMA Wireless

About the customer

JMA Wireless designs and builds next-generation communication systems, delivering the industry's most powerful technologies enabling 4G LTE, 5G, CBRS and LAA on networks worldwide. The US firm has a 75-year history, with its HQ in New York and eight locations worldwide.

Reason for evaluation

When JMA introduced XRAN™ software, it needed to set up a 24/7 service. The challenge was to manage numerous contracts, with different SLAs, for the many JMA customers located across several time zones. JMA considered BMC Remedy and Zendesk, but chose 4me because the integration with other tools and the speed of development was so good.

Project timeline

Just **2 months** from project start to go-live

What was implemented?

- **Service Level Management**
- **Incident Management**
- **Configuration Management**
- **Knowledge Management**
- **4me Mobile App**
- **Email Integration**

Results

JMA can now support its customers wherever and however they wish

JMA equipment is often installed in venues or locations that are difficult to reach. Matteo Balducci, Value Added Services Manager at JMA Wireless, says that 4me's Mobile Application for iOS and Android has really helped customers to gain support via their mobile phone and to submit photographs to be evaluated. The email integration supported by the 4me tool has also been very valuable as some customers prefer to use email to ask for support.

Matteo adds:
"4me fulfilled our need, giving us a unique platform able to collect all the requests automatically ordered by priority. We gained a more efficient level of support, linked to the ability to track all the requests of our customers and their SLAs."

4me CERTIFIED PARTNER

For more information visit: **4me.com**