

Staples Canada Turns to JDA Support Services to Maximize Solution Performance



CASE STUDY

STAPLES

“The Future State Support process has helped me shape the way we work with JDA Support Services. We try to submit more tickets online rather than calling, and we only call if we feel a greater sense of urgency. We make sure we’re providing enough information upfront to help triage cases. I have definitely found the response to the tickets much quicker, as well as the resolution. The follow-up has been a lot better as well.”

Shannon Erickson

Merchandising Systems and Training Manager
Staples Canada

DESCRIPTION

As Canada’s largest office products company, Staples makes it easy for customers to operate their offices efficiently and affordably by offering an extensive selection of office supplies, technology, electronics and office furniture, as well as business services, including computer repair and maintenance, and copy and print services. Operating as Bureau en GrosMC in the province of Quebec and Staples Canada in all other provinces, the company employs over 15,000 associates at more than 330 stores and at its head office in Richmond Hill, Ontario.

OBJECTIVE

Rely on JDA Support Services and the Future State Support process to resolve support issues and processes quickly and seamlessly:

- Submit and resolve issues quickly via website or phone for JDA Advanced Warehouse Replenishment, JDA Advanced Store Replenishment and JDA Seasonal Profiling
- Participate in Special Interest Groups (SIGs)
- Access self-service JDA resources – including webinars and KnowledgeBase – to stay current on JDA solutions
- Improve knowledge of solution features for better results

JDA SUPPORT SERVICES

- Guidance from product experts, technicians and operations specialists
- State-of-the-art processes and tools to diagnose issues quickly
- 24/7 access to JDAUser.com for online case support, as well as product information, KnowledgeBase database, webinar archives and SIG forums
- 24/7 support on critical and high-priority issues via Seamless Support

REAL RESULTS

- Resolved issues quickly and efficiently
- Implemented insights gained from connecting with other SIG members
- Increased solution knowledge on an ongoing basis via JDA resources

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