



Juice Plus

Company Facts

- Location: Collierville, Tennessee
- Industry: Health and Wellness
- Number of Locations: 9
- Web site: www.juiceplus.com



“We fixed our foundation with Epicor ITSM and are now positioned to grow as the company does—this tool is rock solid.”

Debbie Miller, IT Director | Juice Plus

NSA, the makers of Juice Plus+, is a worldwide company devoted to promoting health and well-being for everyone—even those who don't have the time and/or resources to eat the recommended 7-13 servings of fruits and vegetables each day. Headquartered in Collierville, Tennessee, with offices in Europe, Asia, Australia, and Canada, Juice Plus+ uses a proprietary process to cook fruits and vegetables at low temperatures to retain nutritional value in convenient capsules, so that even the busiest professional can obtain their essential nutrition on-the-go. Founded in 1970, Juice Plus+ evolved from a person-to-person marketing model into the unique Juice Plus+ Virtual Franchise system, which is now on the leading edge of the direct selling industry and the forefront of the health and wellness industry.

In Need of a Solution

While the efficiency of an IT department is undoubtedly crucial to the success of most companies, it is especially important for a company as big as NSA, which has approximately 800+ open tickets daily. The volume of open tickets became overwhelming for NSA's IT department due to their lack of a sophisticated IT solution, which severely limited IT's ability to track and manage issues and requests promptly. “Servicing the customers was difficult due to inefficiencies,” said Debbie Miller, IT Director, PMO for NSA. “Customer frustration was high and work was not prioritized in IT, which made it difficult for the teams to be successful.”

Success Highlights

Challenges and Opportunities

- NSA, LLC had an existing ERP solution, but no ticketing system to adequately track IT requests throughout the resolution process. They needed an IT solution to help with additional organization and efficiency for their global support team

Solution and Services

- Epicor IT Service Management

Why Epicor?

- Epicor ITSM matched NSA's extensive requirements, providing their IT department with the best practices and tools they need to ensure success
- Compliance with Information Technology Infrastructure Library (ITIL) and midmarket positioning were key factors

Benefits

- Increased customer satisfaction with IT department
- Streamlined ticketing processes and freed up time and resources
- Enabled customers to follow along with IT resolution and approve ticket before it's completed
- Aided in smooth auditing processes for PCI compliance

With a fairly large IT department of about 50 employees operating global support 24 hours a day, seven days a week, NSA needed a solution that could transform their pencil, paper, and e-mail processes into a streamlined system. While quick problems could be taken care of relatively easily, more complex problems that usually required multiple IT resources to solve weren't getting resolved efficiently due to the obvious problems with manual tracking. "We needed to fix the service desk," Miller said. "And it wasn't due to the fault of our employees, but rather the lack of adequate tools to manage the workload."

In addition to using ITSM to track all Service Desk requests, NSA expanded their ITSM implementation to include all IT requests—including all system enhancement requests. NSA's legacy in-house system of tracking system enhancement requests didn't have the functionality needed to manage those requests effectively. This provided one portal for customers to request ALL IT services. It simplified the request process for our customers and significantly improved IT's management of those requests.

After a comprehensive search of 25 vendors, Epicor made the short list with its IT Service Management solution, Epicor ITSM, and was finally chosen due to its ability to match NSA's extensive 50 requirements needed to make their optimal solution. Compliance with Information Technology Infrastructure Library (ITIL) and midmarket positioning were key factors in NSA's decision making process in selecting Epicor. "Epicor was a perfect strategic fit with NSA," Miller said.

Customers Take Notice

NSA was able to realize the benefits of Epicor ITSM almost immediately upon implementation and their customers took notice quickly, too. NSA was initially struggling with customer satisfaction prior to Epicor ITSM, but they since have had a surge in satisfaction ratings, as evidenced by a customer survey tool provided as part of the Epicor solution to poll customers once the ticket is closed.

Before implementation, NSA's IT department ratings were most commonly a "1–2" on a scale where 10 is best. Since then, customer satisfaction numbers have been in the "7–10" range. This increased amount of customer satisfaction has been the "single biggest benefit" to Epicor ITSM, Miller said. "I don't know how we got anything resolved before Epicor," Miller said. "Epicor ITSM transformed our company for our IT department and our global customers."

According to Miller, one of NSA customers' favorite features of Epicor ITSM has been the ability to approve every ticket before it is closed. Oftentimes customers create tickets with one problem in mind, but along the process of resolution, the initial message can get skewed or misinterpreted so that while the IT department thinks the job is done, the customer may still not be satisfied. The ability for the customers to make sure the job is completed to their satisfaction guarantees the success of every open ticket, which has been very powerful to customers, Miller said. "At the end of the day, we're a service organization and only as good as our customers think we are," Miller said.

The Ease of Audits

Epicor ITSM recently helped NSA when they underwent a PCI (Payment Card Industry) Audit, a crucial assessment for companies like NSA that process thousands of credit cards daily, as an unsuccessful audit can halt all credit card processing—thus completely stalling business operations. NSA used Epicor ITSM to track what was sent to auditors and helped enable NSA to easily provide all the necessary information quickly and easily.



“Epicor ITSM is a great tool to provide evidence for PCI compliance in the long term,” Miller explained. “A mature IT solution needs to be in place for a company that’s serious about continuing to grow and expand.”

Epicor ITSM has also enabled NSA to better focus on internal opportunities for improvement. Miller said that the company’s SLA compliance is still not where they would like it to be and Epicor ITSM’s data has helped NSA to track where they are in compliance now, and where they will be in the future. “The tool tells us that we’re not there yet, but it’s helped us get focused on specific areas of opportunity,” Miller said.

Room for Growth

NSA is currently utilizing Epicor for their IT department, but Miller said there are long-term opportunities for Epicor to be used in other departments, such as their call center, as well. Additionally, Miller explained that the company has long-term aspirations of growth including potential acquisitions, or going public, and that Epicor ITSM has given the company the base level of IT maturity it needs to achieve those goals.

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About Epicor

Epicor Software Corporation is a global leader delivering business software solutions to the manufacturing, distribution, retail, and service industries. With more than 40 years of experience, Epicor has more than 20,000 customers in over 150 countries. Epicor solutions enable companies to drive increased efficiency and improve profitability. With a history of innovation, industry expertise, and passion for excellence, Epicor inspires customers to build lasting competitive advantage. Epicor provides the single point of accountability that local, regional, and global businesses demand. For more information, visit www.epicor.com.



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