

## Case study: Microsoft Australia

*Microsoft is the worldwide leader in software, services, devices and solutions. Microsoft's mission is to empower every person and every organisation on the planet to achieve more.*

### Client situation

Microsoft wanted to understand how complaints management was operating in practice at its customer contact points. By understanding the attitude of its customer facing personnel, Microsoft wanted to identify gaps against the AS/NZ 10002:2014 International Standard and inform a six month work plan designed to achieve full compliance.

### How did we help?

Price Perrott conducted its Complaints Management Assessment in Microsoft's contact centres across the Asia-Pacific region. The assessment results provided Microsoft with the ability to analyse employee attitudes in depth against the Standard's requirements. Microsoft felt Price Perrott's knowledge and understanding of AS/NZ 10002, combined with our comprehensive ready-to-go staff survey, was the best they could find in the market and addressed their need to understand their level of compliance.

### Results achieved

The analysis results provided Microsoft with a very clear view of the attitude and approach to complaints handling at their customer facing support centres. Specific benefits included:

- Revealing interesting perspectives from managers and employees that Microsoft had not previously considered
- Informing development of the AS/NZ 10002 compliance plan
- Creating a benchmark to move initiatives forward, supported by data, verbatim comments and facts that operational and strategic groups can use as a basis for business decisions.



The complaints assessment approach is highly valuable and provides deep insight.

The ready-to-go staff survey is easy to deploy and provided our organisation with cross-industry benchmarking, allowing us to develop a targeted plan.



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