

Coveo Customer Success Story

CA Technologies Increases Customer Centricity with Coveo Insight Solutions

Leo Annab, business technology officer, CA Technologies, is a business and transformation officer

in Technical Support—information that would greatly benefit our R&D, sales and marketing teams—so that

also presented challenges for the team to learn how

Annab commented, “We needed a way to break down

improve the customer experience, it would help deflect

customer self-service solution that would query

only within Technical Support, but also across R&D and

is a business and transformation officer

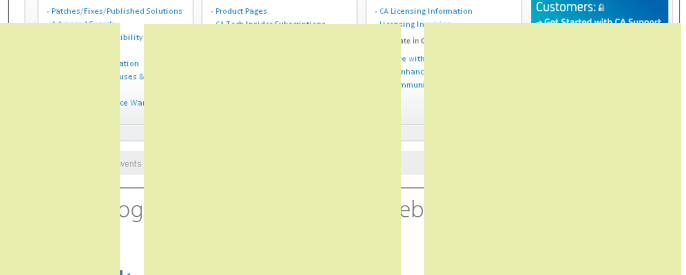
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CA Technologies worked with Coveo to deploy a Proof of Concept (POC) on its data, in an effort to see first-hand

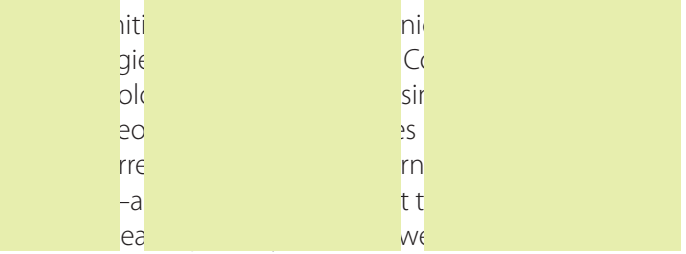


At the end of the evaluation, Coveo clearly won hands-

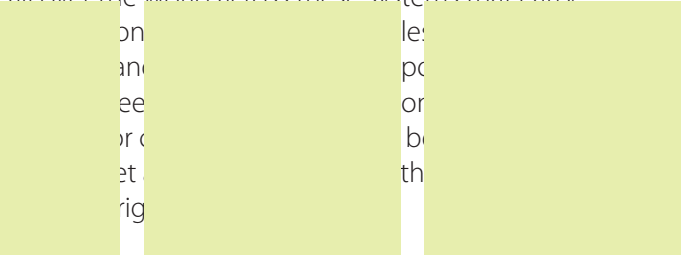


CA Technologies began by empowering its contact

The results

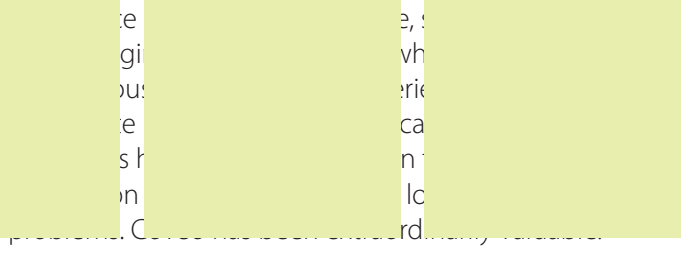


social systems to create a virtual integration layer which all over the world across these systems that carry



Coveo currently ties together internally, different

He continued "Coveo is also powering our customer



and resolve issues faster and more accurately. Rather



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"All of this was accomplished during a period when

"Previously, when someone asked us for distribution of our cases by year or for the names of the top 20

From disparate data to actionable insight, Coveo now

and partnership perspective has been very good.

new, cloud-based solutions, while at the same time we