



Microgenics relies on SupportLink 24x7 Telephone Access

Goal: Work with a database driver provider that can offer Immediate, local support over the telephone – with the same person each time.

Why they chose DataDirect: Only DataDirect offers 24x7, local telephone support.

Business benefits: Dedicated DataDirect SupportLink technicians work closely with Microgenics developers, following issues through to resolution. Working with a local technician avoids the problems inherent in dealing with offshore support organizations.

Technical benefits: Microgenics developers get faster results by working with the same DataDirect SupportLink technician every time – leading to faster resolution.

“I have people here who cannot do their jobs if the data is unavailable . I’ve always used the phone. It’s great to get in touch with a live person within thirty seconds.”

Brian Palmer
Network Analyst,
Microgenics Corporation

1-800-876-3101

For more information, go to:

www.datadirect.com

For more information on Microgenics, go

to: www.microgenics.com

Microgenics makes kits to test for drugs of abuse — kits that are in high demand by medical, government, and private labs throughout the world. Their data flows through DataDirect Connect for ODBC and SequeLink ODBC drivers.

Helping staff coordinate and keep track of the company’s operations keeps Brian Palmer busy. Brian, a Network Analyst at Microgenics, reports that due to the mission-critical nature of this process, he relies primarily on SupportLink Live. “I have people here who cannot do their jobs if the data is unavailable,” he says. “So I’ve always used the phone. It’s great to get in touch with a live person within thirty seconds.”

Telephone support, however, is no guarantee of adequate service. “We deal with other vendors who have farmed tech support out to India and other countries,” Brian explains. “You have language barriers making it difficult to understand each other, and serious lags due to time differentials. They usually return my calls after I’ve already gone. It can literally go on for weeks.” Brian also reports often getting a different technician every time he calls other vendors. “That tech then has to review the entire issue I had from the beginning, and start from scratch trying to come up with a solution.”

With DataDirect, he says, “You work with the same qualified technician until the problem’s resolved.” He relates how, with a recent problematic support issue, DataDirect’s support technician used Microgenics’ own data to replicate their issues.

“That’s going well above and beyond the call of duty,” he says, adding that the technician proactively contacted him daily. “I typically just don’t have time to follow up,” he says. “So it’s great to have the response back from techs when they figure out solutions that can help me.”