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# HyperCare - Nexon Asia Pacific Case Study

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## Best Technology Services drives Partner Success for Nexon with HyperCare

Nexon is a digital consulting and managed services partner that helps mid-market and government organisations to drive business productivity, continuity and change. Nexon's uniquely broad suite of solutions enables them to deliver the secure, reliable and integrated solutions that their clients need, end to end.

When Nexon needed outside-of-the-box thinking to create a field service solution for their customer – a leading network infrastructure equipment provider – Will Mays, Nexon's Solution Lead – Managed Services, immediately contacted Best's Partner Success team.

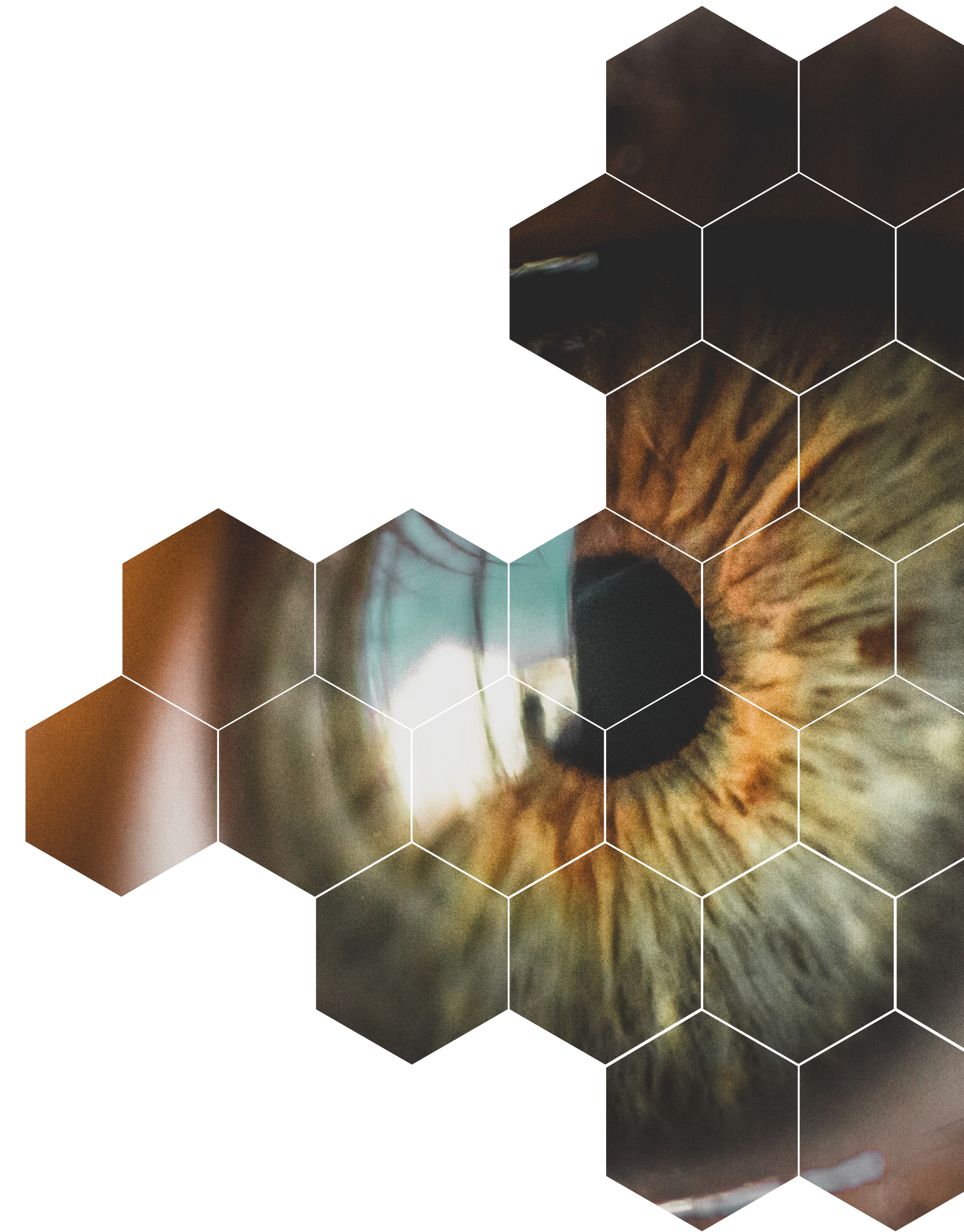
"Nexon is always striving to expand our capability to deliver for our customers, which often means challenging the established way of doing things and creating new solutions from scratch," Will says. "Best has already transformed our field services delivery with BestCare™ – their ground-breaking fixed-price field services solution. Their ongoing innovation focus made them the natural choice when we needed a completely new approach to support our customer onsite."

## Best's customised approach enables Nexon to meet a unique customer need

"Our customer approached us to explore managed services for their customer's in-store wireless and wired network infrastructure," Will says. "That customer needed a better solution to support repairing or replacing faulty equipment in their 45 stores across Australia and New Zealand. The onsite support model used by their managed services provider at the time just wasn't working."

"Quite simply, their provider did not have the physical presence or process maturity needed to support getting onsite rapidly to troubleshoot and resolve issues," Will explains. "When a retail store's network infrastructure goes offline, staff can't serve customers, or they need to do things in a slower, more manual way. Our customer needed the capability to respond rapidly to every incident, regardless of its location, every time."

Will worked closely with Best's Partner Success team, contributing Nexon's intellectual property and expertise to co-create a unique and customisable field work solution, now known as HyperCare.







Now, when Nexon receives an incident report requiring an engineer onsite, Best's portal simplifies the process of logging a service request. The portal conveniently captures the store location, site contact, visit time and requested parts in one system to rapidly and accurately send an experienced engineer with the correct information and parts to the store.

Nexon can also log into the portal to confirm case status and receive timely reporting when the service request has been completed.

"Best's ability to provide national coverage with their own staff is designed for partnership success and a huge differentiator," Will says. "Our customer relies on us to support several harder-to-service regional locations and New Zealand. Best provides onsite support for every site with its own staff. Their expert coordination of spare parts and equipment delivery to site removes process complexity and saves valuable time."

"Critically, Nexon doesn't have to deal with different providers across regions or countries, and Best doesn't use subcontractors to help us achieve the coverage our customer needs. This means our customer enjoys reliable, excellent service and immediate incident resolution delivered by Best – not the often variable performance and questionable quality and consistency you sometimes get when things are subcontracted to the closest local IT shop," Will says.

"What's more, HyperCare simplifies Nexon's management of our customer's equipment after the onsite visit, implementing a process to ship faulty equipment under warranty to the supplier for repair, or responsibly disposing of anything that can't be repaired," Will adds.


### **Best's approach helps Nexon achieve better outcomes for customers cost-effectively**

"Best worked transparently and flexibly with Nexon to de-risk the HyperCare solution, producing the sound, cost-effective commercial model we needed to achieve optimum outcomes for our customer and their customer in a way that's financially beneficial for everyone," Will says.

While HyperCare is still in its early days of operation, Will believes the solution is already delivering substantial benefits for their customer. "They're receiving much more responsive service from Nexon, resulting in significantly less downtime when there's an incident instore, minimising the impact on their customer's experience."

"Best taking on managing our customer's spare parts has also enabled us to identify opportunities to improve their inventory management – a value add our customer appreciates," Will adds.





***“Partner Success really is what Best Technology Services does best,” Will concludes. “The Best team’s focus on partnership and willingness to innovate, has enabled Nexon to drive success for our customer.”***

***Will Mays,  
Nexon’s Solution Lead  
– Managed Services***

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**Best’s approach to Partner Success is a success with Nexon**

“Nexon wants to work with partners who share our vision of always moving forward at pace to expand our capacity to deliver for our customers. Best absolutely shares that vision. They’re always responsive, willing to engage on something new and completely flexible,” Will says.

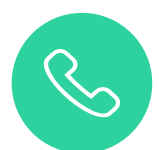
“We never hear the word ‘no’ when we approach Best with an opportunity that requires different thinking,” Will says. “Any time we ask if they can work with us on something new, they come back – often within the hour, if not the next day – saying ‘yes, we can, here’s how’, or, ‘we can’t right now, but here’s how we can work towards it.’”

“Partner Success really is what Best Technology Services does best,” Will concludes. “The Best team’s focus on partnership and willingness to innovate, along with their people and presence, has enabled Nexon to drive success for our customer, to achieve outstanding outcomes for their customer.”





# Get in touch with Best



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