



Instant Chime & Neptune Energy



“Everything with Instant Chime was smooth and quick to implement with the customer.” – *TCS implementation partner.*

The Customer

Neptune Energy are an oil and gas exploration and production company that operates across 8 countries to produce oil and gas for their partners to harness it into energy. They are focused on achieving sustainable growth by optimising operational efficiency, increasing productive capacity and growing their international presence as a business.

The Challenge

Working across 8 countries in the North Sea, North Africa and Asia Pacific, Neptune Energy needed a way to keep their staff connected. Alongside this, getting hold of Service Desk agents was proving difficult for the employees working out at sea. Spending a long time on the phone was affecting productivity and a lack of instant engagement was driving a negative experience.

The Solution

Chime for Teams was the perfect answer to all of Neptune’s problems. By introducing an instant chat medium for staff to connect with Service Desk agents, employees were able to get hold of someone quicker and spent less time hanging on the phone. This has increased the productivity of Neptune’s associates and removed the blockers of not having instantaneous support.



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Get in touch at info@instant-tech.com or drop us a tweet @teaminstant!

Key Benefits of Chime

Chime connects employees using software they're already familiar with: Microsoft Teams. Staff are able to get in touch with one another and with Service Desk teams to solve their problems and stay connected – even from across the world. Teams can work from anywhere, meaning outsourcing becomes much simpler, and using the Microsoft Bot Framework, you can improve the quality of human interaction by triaging more successfully within Teams.

Core Technologies Utilised with this Deployment

- Microsoft Azure
- Microsoft Bot Framework
- Microsoft Teams
- Service Now