



About Cprompt Solutions Pvt. Ltd. :

C Prompt Solutions Pvt. Ltd. is a leading IT asset rental company headquartered in Hyderabad. It manages over 25,000 assets for more than 200 corporate clients. Tracking system for assets, their deployment dates, return & repair status was not giving sufficient control on business. This led to lost sales, increase in interest burden from borrowings & at times, even lost assets.

Client Quote :

“When we engaged KEUR Management Solutions to streamline our processes, our operations were unorganized. New order processing and existing order amendments were chaotic, often requiring firefighting across all levels and frequent intervention from top management. Our customers often resorted to direct calls to top management for resolution.

KEUR introduced us to a different approach by implementing a comprehensive ticketing system for all external issues. This transformation empowered our CRM team to efficiently assign tickets to various internal teams based on priority and existing workload. Teams now resolve issues according to agreed-upon norms.

Impact of this change was starkly evident during my recent 15-day overseas trip. For the first time, I experienced the shock - and relief - of not receiving a single call from internal teams or customers. This silence spoke volumes about the effectiveness of systems that KEUR has put in place.

The new structure has not only streamlined our operations but also provided unprecedented visibility into each function's workload, resource allocation, and resolution timelines for pending tasks. As a result, our customer response times have improved significantly.

KEUR's involvement has been transformative, shifting us from constant crisis management to proactive, efficient operations. We're now building on this foundation, continually refining the system to elevate our service to even greater heights.

I wholeheartedly recommend KEUR Consulting to any organization seeking to optimize their operational efficiency and customer service. Their expertise has not just solved our immediate problems but has set us on a path of continuous improvement and excellence.”

Krishna Kumar Baldwa
Director
C Prompt Solutions Pvt Ltd

Comments from keur :

It is important to release time of top management from day to day affairs of the company so that they get sufficient time to focus on strategic initiatives.