



HEXAGON

Agent Efficiency to
Streamline Customer
Support

50% Increase in
Agent Efficiency

50-60% More Information
Made Accessible

About

Hexagon is a global technology company specializing in sensor, software, and autonomous technologies. They focus on providing digital solutions to enhance efficiency and productivity in a variety of industries including manufacturing, agriculture, automotive, and construction.

730B+

industry size

50+

countries

170

acquisitions

24,000+

employees

Their approach integrates data and technology to create smart, sustainable solutions for various geospatial and industrial applications. Hexagon's vision revolves around leveraging advanced technologies to shape smart change in industries and communities around the world.



Adam Savage

Chief Operating Officer

“Our agent efficiency is up by 50% with AptEdge, reducing headcount and onboarding costs”



Challenge

Hexagon, having acquired a variety of companies with different support systems and customer expectations, faced the challenge of integrating diverse teams and knowledge bases. This integration was crucial to maintain a high level of customer support and experience.

Global Team Alignment

Separate support teams with different sets of information.

Disparate Knowledge

Difficulty in accessing and consolidating information across various systems.

Resolution Time

High expectations from customers for quick and accurate solutions.

Solution

Knowledge Unification:

Recognizing the complexities and varied nature of the companies they acquired, Hexagon sought a solution that could seamlessly integrate these diverse entities.

Customer Support:

AptEdge offered a more cohesive and efficient system, to deliver a superior customer experience resulting in faster resolution times.

Agent Success:

Unified knowledge significantly reduced the time and effort required to locate information and respond to customer inquiries.

Result

Agent Efficiency: Ability to access 50-60% more information .

Improved Satisfaction: Significant improvement in customer satisfaction from faster and accurate responses.

Resolution Time: The increased access to information resulted in resolving tickets faster.

Summary

The successful implementation of AptEdge by Hexagon effectively addressed their initial challenges, seamlessly integrating disparate support systems into a cohesive unit. This integration led to a significant business impact, streamlining support processes and enhancing the customer experience through quicker and more accurate support.

Looking ahead, Hexagon aims to further innovate by exploring the integration of AnswerGPT™, underscoring their commitment to continual improvement in customer support and experience.

About  AptEdge

AptEdge created the industry's first Answer Engine, AnswerGPT™, on a mission to optimize agent success. AptEdge transforms domain knowledge into dynamic, personalized answers driving down resolution times, increasing CSAT, and improving support team efficiencies. Co-Founded and developed by Aakrit Prasad (left) and Anthony Kilman (right) in 2019.



 **Aakrit Prasad**
CEO

Anthony Kilman 
CTO

For more information:
sales@apledge.io

apledge.io