LUVINA
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TECHNICAL SUPPORT

Enhancing Technical Support for

AWS Services

HIGHLIGHTS

01 Advance language requirements

We communicate directly with Japanese end users, which requires a high level of Japanese language expertise.

02 Promptu respond speed

Due to responding to end-users who are using AWS service, we need to have great know-how about AWS service and answer right away with formal language.

ABOUT CLIENT

Our client is a premier AWS service provider in Japan.

OVERVIEW

Our certified AWS technical support engineers play a pivotal role in assisting customers with matters related to AWS services.

They address diverse user queries regarding AWS services and features on Zendesk. Their responsibilities encompass interpreting and investigating queries, and providing detailed responses, particularly offering best practices for successful application integration and deployment in the cloud. They handle API and SDK AWS issues, troubleshoot operational or system incidents with AWS resources, and address issues identified by Health Checks.

Country: Japan
Service: Service Desk - Technical Support
Industry: IoT, Retail, Media & Entertainment, Business Analytics,...
Technology:

- A wide array of Amazon Web Services (AWS) offerings, covering over 200 services.
- Various third-party applications, including different operating systems (Ubuntu, RHEL, Windows), web servers (Nginx, Apache, IIS), email systems (Postfix, Sendmail), and databases (MySQL, PostgreSQL, SQLServer).
- Multiple programming languages, such as Python, Java, C#, JavaScript, and Go.

CASE STUDY

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CHALLENGES

01

Breadth of AWS Knowledge

Given the technical nature of end-user support, we must possess an extensive and precise understanding of more than 200 AWS services, ensuring effectively address customer inquiries across this wide range of offerings.

Response Speed

02

Promptly responding to customer queries is vital, ensuring adherence to specific workflows and SLAs, especially the first response within 24 hours of receipt, to maintain customer satisfaction.

Technologies Utilized

- A wide array of Amazon Web Services (AWS) offerings, encompassing over 200 services.
- Various third-party applications, including different operating systems (Ubuntu, RHEL, Windows), web servers (Nginx, Apache, IIS), email systems (Postfix, Sendmail), and databases (MySQL, PostgreSQL, SQLServer).
- Multiple programming languages, such as Python, Java, C#, JavaScript, and Go.

SOLUTIONS

Knowledge Accumulation:

1

We recognizes that keeping up with AWS's ever-expanding suite of services is essential. Luvina invest in ongoing training and knowledge-sharing programs to ensure our team remains well-versed in the latest offerings.

2

Language Proficiency

Prioritizing language proficiency using high-quality technical Japanese translation resources to ensure seamless communication when using the helpdesk service abroad.

Response Time Optimization

3

Implement effective workflows to help customers respond promptly to user requests. We need to prioritize speed without compromising the quality of support.

ACHIEVEMENTS

Our unwavering commitment to continuous learning, language proficiency, and rapid response times has successfully overcome the challenges of providing technical support for a diverse range of AWS services in Japan.

This approach ensures that our clients' end users receive high-quality support and maintain their trust in AWS.