CASE STUDY:
DYNATRACE

"Aside from the incredible savings, the value add is the education that the leadership team gains from working with AIQ. We're getting people to question their decisions, question the business process, and they're learning. AIQ's process got people to talk and ask the right questions. That's their real value, because it forces a conversation within the company."

Larry Oeffinger , Sr. Director Production Operations at Keynote Systems (dynatrace)

KEY OUTCOMES:

- **$3.8 Million** in first year savings
- **43.5%** in cost savings
- **84%** savings in toll free services

CHALLENGE

Before AIQ entered the picture, Keynote Systems (Now Dynatrace) faced significant challenges in reducing costs and improving profitability without sacrificing quality or institutional knowledge. The company was under immense pressure to find savings within a tight timeframe, and its leadership team and employees needed to adopt a new mindset to question their decisions and business processes. This challenging situation required a solution that could not only deliver immediate results but also foster long-term change and growth within the organization.

RESULTS

AIQ provided a transformative solution for Keynote Systems by helping them identify significant cost savings and enabling smart investments. The AIQ process encouraged conversation and collaboration within the company, leading to better decision-making and questioning of existing business processes. Through their work with AIQ, Keynote's leadership team gained valuable insights and education, ultimately fostering a more competitive approach to supplier selection and expense management.

CONCLUSION

Keynote Systems was able to improve their ability to predict and prevent issues, reduce resolution times, increase customer satisfaction, and save money. The success of AIQ's involvement led to an enhanced company culture, improved profitability, and long-term benefits. The project also provided Keynote Systems with valuable insights into their customer's experiences, enabling them to continuously improve their products and services.

Achieve Profitability Goals Increase Enterprise Value

Unbelievable Results...Delivered.