

Why Threefold Systems Switched to Teamwork Desk for Web Development Support

The Company

Threefold Systems focuses on expert web, e-commerce, and mobile development for the publishing industry. They specialize in website design & development, custom web app development, mobile, and SEO. Their team has decades of experience in web and software development to help turn business goals into reality.

Threefold Systems is part of Agora, a global publishing group specialising in financial, health, travel, and special-interest newsletters, books, and many other products & services. It is a modern marketplace for opinions and breakthrough ideas. Threefold Systems was founded by Agora employees with combined decades of experience in publishing and development. Threefold was created to meet the needs of a wide range of global clients to help them grow their business and take advantage of new technologies.

The Challenge

Threefold Systems needed to address their customers' needs. Cost was a factor, so they extensively compared features, integrations, and pricing. They sought out customer help desk software that had seamless integration with project management software. The chosen system needed to allow for every incoming request to be captured and acted upon, to ensure nothing was lost.

The Solution

Teamwork Desk addressed all their needs including:

- Seamless integration with Teamwork Projects
- Ticket-to-task feature
- Tracking time against tickets and work carried out
- Ability to record all incoming requests to take action on and ensure nothing gets lost



Company name:
Threefold Systems

Primary Industry:
Web design

Secondary Industry:
Publishing

Headquarters:
Waterford, Ireland

Employee count:
12

Website link:
www.ThreefoldSystems.com



Seamless Integration with Teamwork Projects Including Ticket-to-Task and Time Tracking Features

Threefold Systems uses Teamwork Desk as a ticket system for web development support. When a project is completed and moved into a support phase, their clients put requests into the system.

What they like most about the integration is that it's fast and seamlessly converts a Teamwork Desk ticket into a Teamwork Project task.

Each ticket has time tracking which can then be stored, giving them a complete record of client support and the scope of each's project resources.

The team at Threefold Systems finds Teamwork Desk ideal for any company needing a strong and thorough customer support platform that is both affordable and inclusive of integration options.

Record and Act on Incoming Requests

Communicating with their clients and supporting their needs must happen efficiently and in an organized way. Teamwork Desk ticks all the boxes for them in those respects. If their clients are happy, they're happy.

Teamwork Desk encourages and enables the team at Threefold Systems to vigilantly tend to every detail of their projects. They force themselves to make sure every request is logged in there, from a simple question to major requests. That way nothing falls between the cracks.

IN THEIR WORDS

"Teamwork Desk encourages and enables us to vigilantly tend to every detail of our projects. We make sure every request is logged in there, from a simple question to major requests...nothing falls between the cracks."

"I would recommend Teamwork Desk to any company needing a strong and thorough customer service platform, affordable, and with integration options."

"We carved Threefold Systems to meet the needs of an array of clients in more than a dozen countries. Our work helps them grow their businesses while taking advantage of new technologies. This means that communicating with our clients and supporting their needs must happen efficiently, effectively, and in an organised way. Teamwork Desk ticks all the boxes for us in these respects, which makes us and our clients happy."

"The tight integration with Teamwork Projects makes it a no-brainer. We evaluated several options, and cost was a factor, so we compared features, integrations, and pricing extensively. Ultimately, the tight integration with Teamwork Projects was the main decider. The ease of turning a ticket into a task, and tracking time against work carried out is what sealed it for us."

- Ciaran McGrath, Managing Director,
Threefold Svstems



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