

Superyacht Service Provider Loves Wrike Premium Support

MB92 La Ciotat offers professional superyacht after-sales service, refit, and repair worldwide. They use Wrike's collaborative work management system to oversee their service delivery, and trust Wrike Premium Support to resolve any issues or answer any questions along the way.

Rapid response times

Since the La Ciotat team works extended hours, they truly value Wrike's round-the-clock support team. "The 24/7 support is extremely important," says Soraya Jung, Process Manager at La Ciotat. "They're very quick compared to any other software we're using."

While her IT team prefers calling Premium Support on the phone, Jung enjoys the live chat feature. "I'm really pushing people to use the live chat," she begins. "When teammates come to me with questions, I direct them to the live support. You just click a button, and they respond instantly."

Patient professionals

A key trait for any support team is patience, and Jung believes Wrike delivers there too. "I find them extremely professional, approachable, really patient, and quite knowledgeable," she explains.

"If I'm stuck," Jung continues, "they often give me suggestions on how to get around that problem more efficiently. Maybe they'll say, 'Oh, you don't want to be using the dashboards for that. You should be using the calendar instead.'"

Open to product feedback

Jung also appreciates knowing exactly who their point of contact on the Wrike support team is. "I was often reaching out to them if I had product feedback," she notes. "Since I know the support person I talk to, I prefer to ask her if the product in question is on the development roadmap, and she helps me keep track of any product requests."



SUCCESS STORY FACTS

16

seconds is the average live chat response time



"Wrike Support shines in comparison to the support we get from other software companies."

Soraya Jung,
Process Manager,
MB92 La Ciotat

COMPANY WEBSITE

<https://mb92.com/laciotat>

Learn more about how our Premium Support can help your team get the most out of Wrike.

Visit www.wrike.com

