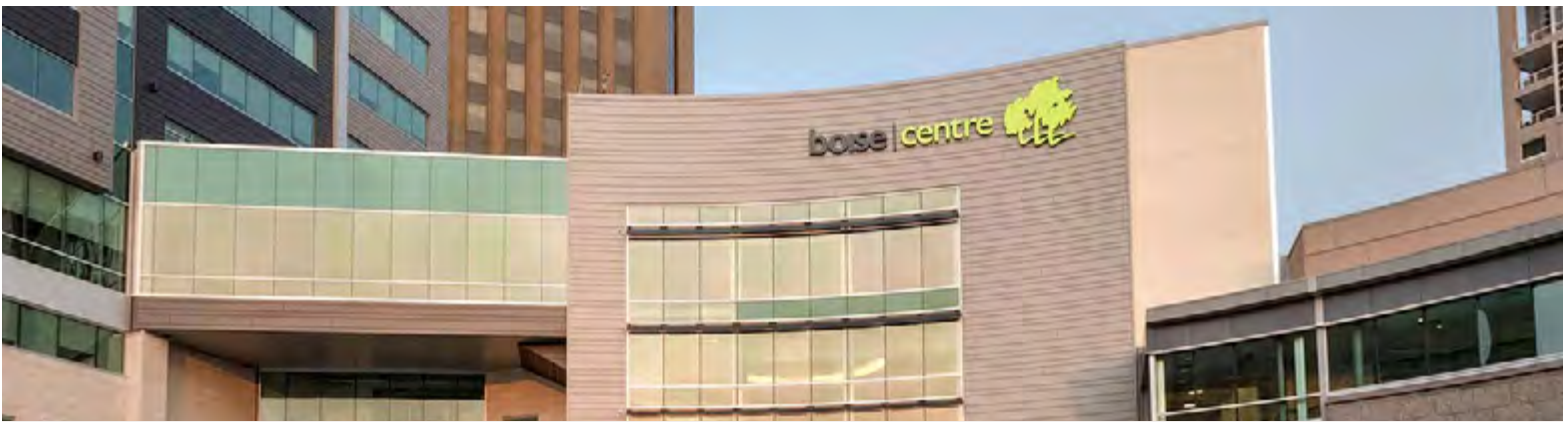


Boise Centre Finds Success with a Customer Success Plan



Overview

Quick fixes were holding back the staff at Boise Centre. As one of Idaho's busiest venues hosting over 600 events every year, there was no time to focus on long-term software solutions that would improve their workflow - until they formed a valuable partnership with their Momentus Customer Success Manager.

Organization:

Boise Centre

Industry:

Convention & Exhibition Centers

Headquarters:

Boise, Idaho



The Challenge

Boise Centre was an organization that had too many people wearing too many hats. It was hard to devote time to learning the ins and outs of Momentus software and all it has to offer.

“It was always difficult for us to focus on long-term solutions instead of just reacting to the issue at hand,” said Rebekah Johnson, Business Systems Analyst. “This created an environment where we made quick fixes, and those had a negative impact on more important business processes.”

The Solution

Enrolling in Momentus’ Customer Success Plan offered the training the staff needed. A Customer Success Manager reached out to personally demonstrate the software.

“Our satisfaction has increased with our involvement with the Customer Success Plan,” said Johnson.

The Result

Johnson credits their Customer Success Manager for smoothing out Boise Centre’s business processes.

“I think having a personal contact to help us dive deeper into our reoccurring issues has eliminated our frustration in using the system and now we are way more educated,” Johnson said. “Instead of thinking something is broken, we are able to either figure out a solution internally or get training on how to use certain functionalities correctly.”

Moving venue operations to the Momentus Cloud has also had a positive impact on the staff’s workflow. Software upgrades are instant, and problems are resolved much faster.

“It helped take a lot off our plates and improved on errors because we are now able to focus on our jobs instead of trying to do everything ourselves,” said Johnson. “People have specific specialties, and it is stressful trying to wear too many hats and relearn processes that are rarely used. Having professionals take care of our needs gives us a lot more confidence in the system.”



“The ability to plan out projects has really improved our ability to utilize the software and allowed us to focus on long-term roadmaps and solutions that would not jeopardize other parts of the business. We now have a much more holistic approach that serves us better for future success.”

Rebekah Johnson

Boise Centre

Contact us today to explore opportunities to improve your venue and event management.

Contact Us

