

Training & Creative Services Manager

Harley-Davidson Dealer Systems

In June we began Beta testing our newest and most significant release.

Since summer is a peak season for our customers we needed a way to allow our customers to select from a twelve-week window of dates to implement the new software.

What was your business challenge?

We are a software company. The dealer management system that we have developed is updated on a regular basis. Our customers do not have the ability to opt-out of our updates as we need to maintain certain standards with our parent company.

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Which WorldAPP product was used to meet your needs?

Key Survey.

What are the steps used to reproduce your scenario?

We used the Key Survey tool to create a survey that captured their preferred release date which then allowed us to coordinate their systems via the data from the survey's reports.

What was the result of using a WorldAPP product?

This solution saved hours of manual input and gave our customers an easy way to choose the date that best worked for them.

Karen Shaniuk, Training Supervisor