

Jama Software Reduces Support Costs by 28% with Online Community

What if you could provide your customers with a dedicated space to ask questions and find answers by networking with other customers?



Jama Software created a public online community where customers and prospects could easily find content around its extremely technical products, as well as network and learn from each other. Jama can now drive top-of-funnel leads to a single place, as well as provide technical content and a peer network for its customers. Its community makes daily communication easier for both customers and staff, and it's been called, "the best resource for all things Jama."

"Higher Logic's capabilities are much more powerful and flexible than our last platform. We can roll a lot more into our community than ever before."

"Our ticket volume has continued to go down since launching a community in 2014, even though our customer base has grown."

- Kristina King
Manager, Technical Support



Jama's Customer Success with Community:

- Loyal Customer Base
- Ticket Deflection
- Product Adoption
- Staff Efficiency

CRM: 

KEY STATS :

- **28%** decrease in support ticket volume
- **250+** knowledgebase articles for customers and prospects
- **700+** discussion posts and **14,000+** sessions per quarter
- **73%** of staff solve inquiries with help from community

AT A GLANCE

Jama Software is a product development platform for organizations that build complex products and mission critical software systems like **SpaceX** and **Caterpillar**.