

Small Business Telecommunications Services Company

Introduction

This case study of a small business telecommunications services company is based on a November 2021 survey of Stack Overflow for Teams customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

Challenges

The profiled company brought in Stack Overflow for Teams to improve their business KPIs of **operational efficiency** and **organizational effectiveness**.

The other challenges they wanted to solve were:

- Reducing distractions
- Breaking down silos between teams
- Enabling employees to solve problems faster
- Capturing institutional knowledge

Use Case

They use the **business tier** of Stack Overflow for Teams.

Their engineering, support, & sales teams are the main users of Stack Overflow for Teams.

The other tools they use for knowledge sharing are:

- Wiki
- Code repository
- Software development project management system
- ChatOps (e.g., Slack or Microsoft Teams)

Results

The surveyed company said the most impactful **operational benefits** their organization realized with Stack Overflow for Teams are:

- Decreased firefighting/unplanned work
- Fewer high severity/priority issues
- Increased employee satisfaction
- Increased discoverability of documentation and expertise

They said the most impactful **cultural or team benefits** their organization realized with Stack Overflow for Teams are:

- More knowledge is captured for the future
- Increased productivity
- Increased transparency of knowledge and information
- Reduced team distractions or interruptions

Company Profile

The company featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Company Size:
Small Business

Industry:
Telecommunications Services

About Stack Overflow for Teams

Stack Overflow for Teams provides just-in-time knowledge to help teams solve complex technical challenges through each stage of the development lifecycle. Because Stack Overflow's public platform is already integral to how technologists work, Stack Overflow for Teams enables a more natural, frictionless exchange of company knowledge.

It augments workflows, giving teammates easy access to persistent knowledge and cross-functional experts so they can confidently make more informed decisions and overcome roadblocks faster. The platform fosters continuous learning and growth while enabling an internal community that connects knowledge seekers and subject matter experts across departments.

Learn more:
<https://stackoverflow.com/solutions/c/teams>

Learn More:

[!\[\]\(b626ca8a6876887fc3858e02aec38235_img.jpg\) Stack Overflow for Teams](#)