

Build a support operation that scales as fast as you do



Fast-growing companies need more than just a ticketing system. **SupportOps by e-Core** is the support solution that grows with you. We work as an extension of your team to design, implement, run, and continuously improve an AI-powered support operation that serves both your customers and internal teams—without sacrificing quality as you scale.

High-performance service, no matter the pace

All-in-one solution, built for scale

Things get messy when you're growing fast. We help you move beyond spreadsheets and siloed tools to a professional support system—powered by AI and built to evolve with your business.

Customer support meets internal IT

We combine both functions into a single, efficient support operation—aligning tools, teams, and workflows to support your customers and the people who support them.

Increase service quality as you grow

We work as part of your team, learning your processes and culture to deliver support that fits your operations, cutting inefficiencies, boosting consistency, and keeping service strong as you scale.

Smarter support, powered by AI

We embed AI where it adds real value. From streamlining requests to powering effective self-service and optimizing workflows, AI helps your support operation move faster and work smarter.

Turn support into a strategic advantage



More clarity, less chaos

Ditch the spreadsheets, emails, and patchwork tools. Get a real customer support system built to keep up with your business.



Move faster, work smarter

Better workflows and training help your team spend less time chasing issues and more time delivering high-impact service that drives loyalty and growth.



Exceed your customer support goals

From faster resolution times to higher CSAT and fewer dropped tickets, we help you hit the metrics that matter and raise the bar for what support can do.



Enable teams to run with confidence

We equip your support team with the training, documentation, and guidance they need to deliver from day one and keep improving over time.

One solution. All the capabilities.

Our approach includes:

- Process design for greater efficiency and compliance.
- Tooling implementation tailored to your needs.
- Ongoing operations and optimization to improve service quality.
- Service desk setup with multi-channel support and automation.

Your trusted partner from strategy to success

We are a **digital consulting services partner** dedicated to solving your company's most pressing challenges while paving the way for future innovation. Our team collaborates closely with yours to deliver high-performance solutions that drive immediate impact and long-term success.



We have a global DNA and numbers we are proud to share:

26+ years in the market

780+ experts

25+ sectors served

300+ active customers

Real stories. Real impact.

Hear what our customers are saying:

"e-Core's focus on understanding its customers plays a key role in maintaining a high standard of customer experience. Their ability to align with Ricksoft Inc.'s vision and source talent accordingly has been instrumental in achieving our CSAT goals. Their proactive approach to talent sourcing, adaptability to our evolving needs, and commitment to continuous improvement have directly contributed to our ability to deliver exceptional support."

Alessandro Cristiano

Support Lead at Ricksoft

Our solutions

Unlocking Operational Productivity

Drive efficiency and strategic alignment

- **Portfolio alignment** – Ensure every initiative aligns with your strategy to maximize impact and value.
- **Organizational streamlining** – Optimize structures and processes to boost collaboration and productivity.

Tailoring Digital Solutions to Business Models

Solving business challenges with tech

- **Business-aligned technical modernization** – Upgrade systems and infrastructure to support innovation and cloud readiness.
- **Data-driven solutions** – Turn data into actionable insights.
- **Product solutions** – Build and optimize scalable digital products.

Enabling teams to Deliver Quality Work

Ensure agile and efficient IT operations

- **Extended teams** – Skilled professionals to accelerate your digital transformation.
- **DevOps pipeline creation** – Get to production faster with a simplified pipeline, leveraging automation for efficient deployment.
- **IT Ops** – Streamline IT operations with AI and expert support to enhance performance and reliability.

Ready to transform your challenges into opportunity? Let's talk!

Scan the QR code and schedule a time with one of your associates.

Our team is excited to cocreate solutions to your business challenges!

CONTACT US