

## SUCCESS STORY | *Contact Center Process and Technology Transformation*

### OPPORTUNITY

A large rural wireless communications provider based in Oklahoma was focused on upgrading their voice platform within the corporate and contact center locations, significantly reducing costs within the contact center environment and improving the overall experience they delivered to their customers. The company had multiple contact centers with equipment that was nearing end of life from Nortel and was needing to upgrade to a VoIP platform within nine months without any disruption to service. In addition to the voice platform upgrade, the company was looking to significantly reduce the operating costs within all of their contact centers and at the same time improve the customer experience and quality of service delivered by the customer care group.

### ENGAGEMENT SCOPE

The Innovar team performed a current state assessment of the voice platform and the overall contact center operational performance. In regards to the voice platform, Innovar developed the RFP, developed objective evaluation criteria for vendor selection, narrowed scope of potential vendors, negotiated the final agreement and developed the detailed implementation plan for deployment. For the contact center operational improvement, Innovar developed a prioritized improvement roadmap that would reduce overall contact volume through increased call deflection, reduce AHT through increased efficiency such as improved knowledge management and workforce management and improve quality of service through post call survey analysis and quality scoring enhancements. With this project, Innovar was able to:

- Identify and prioritize over 25 improvement opportunities across the contact center environment
- Select and implement a new WFM tool that enhanced productivity and reduced operational costs
- Select and deploy a new knowledge management tool that reduced AHT
- Re-engineer the Quality Program to increase customer satisfaction scores and representative feedback
- Select a VoIP platform that met all requirements and develop a detailed deployment plan

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### RESULT

Innovar's experienced team of professionals achieved dramatic results within the contact center and corporate operational areas.

- Decreased cost per call within the call center by 20%.
- Enhanced customer satisfaction scores by 15%
- Designed and implemented a new Workforce Management solution
- Designed and implemented a new Knowledge Management solution
- Developed detailed deployment roadmap for new Cisco VoIP platform

### INNOVAR DIFFERENTIATOR

**SUSTAINABLE RESULTS:** Our team develops practical solutions delivered in quick-hit phases that bring lasting improvements creating value for both the short and long term.

**EXPERIENCE:** Innovar's team included contact center thought leaders and operational experts that quickly developed solutions customized to our client's specific needs. Innovar team members average 15 years of operational experience in their areas of expertise.

**COST EFFECTIVE:** Innovar provides business consulting services for less than the competition while offering a superior quality of work and a highly experienced team of professionals.