

BPO Optimizer Case Study

Executive Summary

ethosIQ discovered a gap in business intelligence solutions; the inability for companies to see a single, comprehensive report regarding productivity of business process outsourcers. ethosIQ has since developed a patented solution, BPO Optimizer®. This solution is not only an innovation, it is an industry disruption; it incites a conversation about measurable and manageable data surrounding a companies' BPOs, and allows companies to hold BPO vendors accountable to agreed upon KPIs. The below information reflects the experience of a fortune 500 streaming provider that expressed a need to improve workforce management reporting capabilities across its enterprise servicing portfolio.

Challenges

It is difficult to provide timely and efficient reporting of workforce management metrics to business leadership due to a large number of disparate data sources. This creates detrimental service levels and unmanageable occupancy rates within the call center, and drives an incremental increase in cost per call.

Due to lags in receiving data, it is also problematic to proactively respond to servicing issues and ever-changing statistics. The reporting time variances between vendors creates challenges syncing data between the servicers' interval metrics versus what is seen with real time analysis.

There is also an issue with standardizing the calculation of metrics, along with appearance and format between BPO providers because of their disparate system platforms.

Lastly, these combined factors require extra WFM resources, equipment and tools to monitor and report on performance.

Client Specifications

- 6 Outsource providers
- 6 WFM solutions
- 1 Target WFM system
- Schedules for 0-30 days
- Interval Activity
- (2) Login IDs per Agent

Resolution

- Installation of a collector (Customer Engagement Platform™) to connect with 6 outsource WFM systems
- Obtain schedules for current plus 30 days from each BPO
- Obtain activity/schedule changes from each BPO every 30 minutes
- Translate and deliver schedules and activity changes to target WFM system daily and every 30 minutes

Return on Investment

- Reduced error rate of manual entry
- Increased efficiency
- Reduced costs of BPO agent
- ROI > \$6 million year 1

Conclusion

ethosIQ's BPO Optimizer can save companies millions of dollars by measuring resource adherence and compliance to contracted needs. Start on your data journey today; dare to demo to learn more.