

Verint Performance Management Solutions in Action

Financial Services Leader Boosts Productivity Up To 124%

A Service Organization Success Story

The Company

A large financial services company with a strong portfolio of mutual funds and variable annuities, listed in Fortune Magazine's *100 Best Companies to Work For*

Operational Overview

The company had a regional structure that generated redundant processes and uneven workload distribution. Different rates of growth among regional markets required work and resources to be moved on a daily basis to accommodate demand. As a result, service delivery was inconsistent in a market where timeliness is critical.

Strategic Challenge

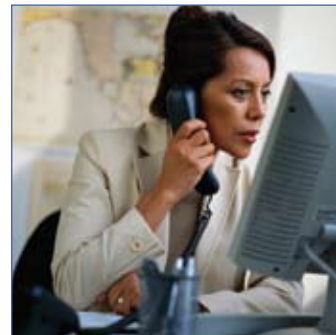
Restructure the company's regional service centers to enhance operational efficiency and deliver a consistently high-quality customer experience across geographies.

The Solution

As practitioners of Six Sigma, the company understood the necessary processes and potential obstacles, but felt unable to measure the financial impact of the changes that needed to take place. There was also concern about how to successfully engage managers and employees in the implementation of massive organizational change.

Verint® was brought in to team with the company's internal Six Sigma experts. The transition from a regional structure to a consolidated processing area began with preparing the field sales force for change. Verint developed a detailed illustration of the plan, coupled with a financial justification for the team, and communicated regularly with the sales team.

Another key step was to standardize performance objectives across the country. Verint collaborated with key client team leaders to create a new performance standard: same day processing. That was complemented by the creation of a VIP call center group with a service level goal of 90% in 20 seconds. These new metrics raised the bar for all geographies and established a new shared goal.



With Six Sigma and Verint Performance Management Solutions, this financial services leader achieved dramatic results:

- 28-124% increase in representative productivity
- 72-87% reduction in average speed of answer
- 10-day backlog reduced to same day processing
- 86-90% reduction in cycle time
- 5:1 ROI

Once new metrics were established, the Verint team benchmarked best practices across teams and integrated them into a standard approach. With the support of measurement and training, the service teams quickly adapted to the new environment. Finally, the Verint team implemented a Performance Management solution providing critical metrics via dashboards that became the vehicle for a new approach to managing the business.

The Bottom Line

Results were dramatic. Costs associated with each transaction decreased. By consolidating efforts, work was available at an even pace on a daily basis, and imbalances in workload disappeared almost overnight. Moreover, the company's management team was able to use information provided by the Verint Performance Management Solution to address individual performance. Once employees could be measured and rewarded based on those measurements, activity processed per rep increased by more than 124%. The customer service organization, which was performing well by industry standards, took a giant leap forward. In the "regular" queue, average speed of answer decreased by 39 seconds (from 54 seconds to 15 seconds), and in the VIP queue, it decreased by 7 seconds. These performance enhancements coupled with same day transaction processing clearly delivered a higher-quality customer experience. Verint Performance Management Solutions helped this exceptional service organization perform even better.

Verint Performance Management Solutions

Verint Performance Management Solutions combine sophisticated analytics software with expert services to align operational execution with important corporate objectives. Designed specifically for business users, Verint's unified performance dashboard enables organizations to leverage key performance data across disparate front and back office systems. This comprehensive view of enterprise performance promotes accurate performance measurement, fast and effective decisions, and superior business results. Verint expert services for a wide range of industries and enterprise functions help organizations optimize processes, train staff to perform more effectively, and generate continuous improvement. Delivered over the course of a 24-week engagement, Verint Performance Management Solutions offer a proven approach to enterprise performance, with guaranteed 2:1 ROI for measurable, sustainable value.



Verint. Powering Actionable Intelligence.®

Verint Systems Inc. (NASDAQ: VRNT) is a leading global provider of analytic software-based solutions for security and business intelligence. Verint solutions help organizations make sense of the vast voice, video, and data available to them, transforming this information into *actionable intelligence* for better decisions and highly effective performance.

Since 1994, Verint has been committed to developing innovative solutions that help global organizations achieve their most important objectives. Today, organizations in over 50 countries use Verint solutions to enhance security, boost operational efficiency, and fuel profitability.

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