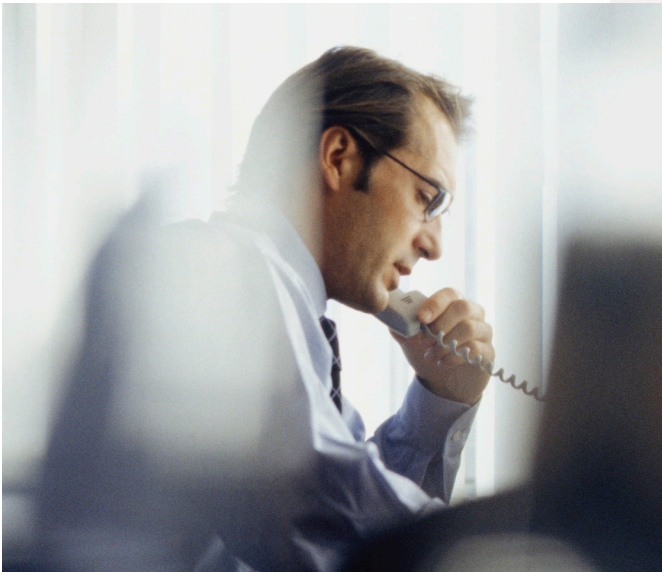


Contact Center Platformization

Large Enterprise and State Government



One of the largest state agencies in the nation had significantly dated contact center assets that could not meet business requirements across programs and divisions. The agency needed services to assess, design, transition and operate a scalable Enterprise Contact Center Platform that efficiently supported over 10,000 ACD users across 12 contact centers.

Industry

- State Government.

Challenge

- The agency had great difficulty maintaining aging contact center infrastructure that was architected in an antiquated design.

Solution

- The resulting product (or platform) recommendation establishes the foundation upon which functional capabilities, data and processes are enabled.

The Problem

- The agency had great difficulty maintaining aging contact center infrastructure that was architected in an antiquated design. The legacy systems consisted of disparate technologies. There were also point installations uniquely configured to the individual contact center groups they served.
- Due to project-focused procurement practices geared toward servicing specific needs for specific contact centers at a specific point in time, standards were lacking. Software licensing over subscription (being out-of-compliance), and under subscription (using far less than what was purchased), were present. Acquisition costs were high as economies of scale purchasing power was not leveraged. Recurring operational costs were excessive and sometimes duplicative.

- Little to no documentation of business process existed and staff was often unable to explain why they performed certain activities. Common responses given were, “That’s how it has always been done,” or “It is done that way due to the limitation of the technology.” The definition of success, and the metrics required to measure it, were inconsistent and often misunderstood. An inordinate number of reports were being produced that were either inaccurate or ineffective and did not correctly depict contact center performance.
- Investment was required to:
 - Provide the state agency the capabilities required to effectively service their clients
 - Introduce business features that enabled effective management of the contact center operation and the productivity of its staff
 - Ensure fundamental system reliability and compliance with manufacturer support and maintenance processes

The Solution

Finding the intersection of people, process, and technology is at the heart of a properly executed consulting engagement. The resulting product (or platform) recommendation establishes the foundation upon which functional capabilities, data and processes are enabled. Platformization occurs when people are able to execute more effectively when aligned to the guiding principles of the platform. This includes both business users as well as technology, administrative and support staff. Our ITS Consulting Practice followed their proven methodology for Contact Center Platformization:

Assess

- Business review and business case
- Document current state
- Define future state

Design

- Design future state
- Identify, evaluate and recommend technology
- Define process improvements
- Define service level metrics and reporting
- Perform pilot(s)
- Measure results and adjust design (as required)

Transition

- Deploy future state design
- Implement process improvements
- Establish service level metrics and reporting
- Confirm business case

Operate

- Optimization
- Continuous process improvement
- Service measurement, reporting and evaluation

The Results

- Introduction of IVR/self-service improvements increasing call containment by 40%
- Implementation of intelligent skill-based call routing to virtualized pools of agents reducing staffing requirements by 25%
- Institution of workforce management optimization tools and processes resulting in an increase in staff productivity and work throughput
- Establishment of quality management and survey tools and processes leading to overall improvement in customer satisfaction by 15%
- Delivery of Contact Center analytics empowering the transition from a reactionary to proactive performance management organization, resulting in consistent attainment of SLA targets
- Integration of multiple IVR systems utilizing SIP transport protocol reducing long distance charges by \$1 million annually
- Reduction in IT support and maintenance costs by 30% due to consolidation, standardization and institution of scalable processes

Benefits of Partnering with Lumen

Expertise

With over 30 years in the contact center business, we bring consulting and solutions together across network, infrastructure, applications and services in hosted, hybrid and customer premise-based deployment models.

Full Life Cycle Support

From strategic consulting and assessments, planning, architecture, design, implementation, deployment, management and optimization we can help you at any level.

Partnering

Lumen will be your partner in delivering comprehensive contact center solutions that power your business. We combine deep, hands-on industry expertise with proven best practices built from thousands of client and internal engagements.

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