

# Verint Performance Management Solutions in Action

## Healthcare Company Reduces Call Handling Costs 34%

### A Contact Center Success Story

#### The Company

A leading managed care company serving millions of people throughout the United States

#### Operational Overview

Five separate contact centers were established to service customers, but service level goals were not being met, and costs were high. The company sought to improve performance by transitioning the five separate contact centers into a virtual service model.

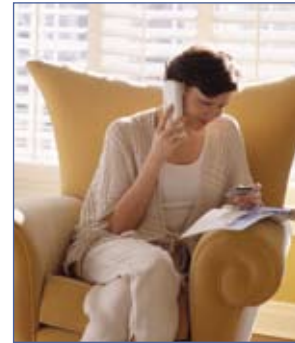
#### Strategic Challenge

While the nature of the work was essentially identical from one contact center to the next, performance expectations varied widely. Processes were not documented or consistently executed. In many cases, managers relied on manually-generated, fragmented data pulled from various systems, which negatively impacted short-term and trend-based decision making. The task of putting the right people in the right place at the right time was made even more difficult by poor data and disparate scheduling systems. As a result, service delivery was suffering.

Executive management recognized that the development of a common service model would have to start with behavioral change, with tools, metrics, and reporting integrated across contact centers and management training to establish consistency and accountability.

#### The Solution

The company engaged Verint® to help develop a strategic service model to encompass all five locations and to implement a performance management solution that would change the way the disparate contact centers were managed. The team engaged managers in a network-wide effort to simplify queue structures and streamline processes. Observations uncovered opportunities to simplify call documentation procedures, improve call control, and eliminate overlaps in call flow. Customized training classes were delivered on best practices and reinforced with daily feedback sessions.



Verint Performance Management Solutions helped this managed healthcare leader achieve dramatic results:

- 26% increase in average speed of answer
- 43% reduction in abandoned calls
- 34% decrease in cost per call
- 3.3:1 ROI

Verint Performance Management software was implemented in call and non-call (fax, email, etc.) areas to ensure that schedules accurately reflected workforce needs across channels. Adherence and interval monitoring tools were installed to facilitate real-time management of service levels and resources. A call quality program was also developed around new criteria, and a new quality scorecard was integrated with improved productivity reporting to provide balanced feedback to service reps on a daily basis.

### The Bottom Line

In addition to improved forecasting and capacity planning, the Verint Performance Management dashboard gave managers critical information for identifying the source of performance deficiencies and quickly addressing changes in the environment. Service level spikes could be quickly identified and managed by better reallocation of resources and call routing.

As managers learned to utilize more timely and accurate performance-related data, the organization achieved dramatic cost and service improvements, including a 26% increase in average speed of answer, a 43% reduction in abandoned calls, a 34% decrease in cost per call, and a 3.3:1 Return On Investment.

### 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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