

INDUSTRY

Healthcare

SOLUTION

Technology

PRODUCTS

Omnichannel communications

CLIENT STORY

Healthcare Company Gets Post-Merger Contact Center Makeover

Business Challenge

When a global health service company acquired a large insurance and healthcare organization, it was a perfect opportunity to transform to a best-in-class VoIP Contact Center solution. The client also wished to eliminate disparate reporting across contact center solutions (i.e., Cisco, IVR, desktop, WFM, QM, etc.), which made accessing and obtaining real-time updates difficult. In addition, the company desired advanced interactive voice capabilities to better route inbound calls from customers inquiring about claims, benefits, and enrollment options. Finally, the client wanted multichannel service options to reduce costs and improve the customer experience.

Solution

To address the client's current and future need for flexibility, multichannel functionality, and operational insight, we implemented both a premise solution and a Cloud Contact Center Solution – Cisco® Powered (HCS/CCaaS). Both solutions feature inbound/outbound voice, IVR, desktop, chat, co-browse, video, and QM, allowing for scalability and growth, with our team providing system monitoring and support. We also implemented an integrated reporting solution that pulls key metrics and SLAs into a single dashboard for operations management to gauge performance.

To date, we have migrated approximately 10,000 associates from Avaya to the Cisco UCCE and Cloud Contact Center platforms, transforming the client's customer service model and

reducing operational costs. The migration to Cisco was seamless with no disruption to operations, as was the first major release upgrade in June of 2015.

Results

Integrated reporting provides better management and control of contact center operations, while the addition of multichannel technologies delivers an improved customer experience by allowing customers to choose their preferred method of contact.

Migration to the Cisco platform allows for enhanced capacity planning at the enterprise level during peak enrollment periods or market-triggered events. In addition, our client realized even more maintenance and management cost savings due to a global support model that utilizes both domestic and offshore application resources.

As its partner for nearly a decade, we have helped the client continue to evolve its customer experience by implementing enabling technologies and providing IT and operations management professional services. The two companies' strong working relationship continues to flourish. Further proof to the success of our partnership, in 2016 our client gave us one of the highest Net Promotor Scores in the history of our partnership. In addition, our collaboration with our client led to it being awarded HR.com's prestigious LEAD awards for Best Customer Service Training Program and Best Train-the-Trainer Program.

RESULTS

10,000 Avaya associates migrated to Cisco Contact Center

Improved service experience

Enhanced management reporting

Technology partner for **9+ years**

Ongoing customer experience **transformation**

Award-winning training program

