

SUCCESS STORY | TELECOM

## North America's leading Telecom service provider mitigates COVID-19 crisis with a WFH solution

### Ensuring business continuity with Remote Agent Connectivity

#### About the client

One of the leading telecom service providers in North America, serving a combination of 3.2 million residential and business customers. As a diversified communications and media company, the client operates in three segments i.e., Cable, Satellite and Media, providing consumers with broadband cable television, Internet, home phone, telecommunications services, satellite direct-to-home services and engaging programming content.

#### Requirement

North America is the second-largest epicenter of the COVID-19 pandemic in the world. All major nations in this continent have been hit by this pandemic, spreading at an unprecedented rate as more cases continue to emerge every day.

The client was focused on increasing network resiliency, reliability and support for their consumers who were working from home and consuming additional data for work and leisure. With the enforcement of the government's lockdown, social distancing guidelines, and potential risk of spreading the infection among the contact center agent pool, the client immediately needed a work-from-home (WFH) solution that ensures business continuity to accommodate the higher-than-normal call volumes.

#### Solution

The client was looking for a trusted partner to help with the rapid deployment of work from home solution and selected Servion. Servion has been the clients' trusted CX partner since 2018 and was able to quickly implement a remote work-from-home solution in 5 business days, allowing their agents to stay safe at their homes and continue to address the spike in call volumes.

Servion's work from home solution included:

- **Cisco IP Communicator implementation** that enabled agents to remotely access the corporate network from their personal computer with just an internet connection and make highly secure, fully encrypted and premium voice and video calls from home.
- **Jabber MRA solution** that supports a hybrid on-premises and cloud-based customer service model inside and outside the enterprise. This device and operating system agnostic solution provides a secure connection without having to connect to the corporate network over a VPN. Servion implemented the solution in 2 business days.
- **Testing and quality assurance** for Jabber users to ensure stability while the corporate users utilize CRM and Workforce Management applications for their home environment.

## Business outcomes

Servion offered a rapid transition to a work-from-home model in a week's time, allowing the agents to work remotely without compromising the customer and agent experiences. Our quick deployment strengthened the clients' agents to respond to their customers' needs while reducing their potential risk of exposure to the virus. The key outcomes include:

- **Quick deployment:** Migrated to the remote contact center model in 5 business days. The Jabber MRA implementation took only 2 business days.
- Enabled over concurrent **1600 agents** to take customers calls remotely, using just an Internet connection, home PCs/laptops, and their mobile phones

- Cisco IP Communicator implementation empowered a **total of 3085 agents**
- Improved **responsiveness and agent availability** despite COVID-19 disruption
- Increased employee productivity, **workforce mobility**, and agent safety
- Supported highly-secure, **fully-encrypted communications** even from home



## The Servion difference

Our sustained focus on CX technologies and over two decades of experience delivering advanced customer service solutions let us tackle the most demanding projects, deliver the value you expect, and maximize the return on your technology investments. Our difference is built on five pillars.

- Deep expertise implementing and managing contact center technologies
- Broad experience across all the categories of the CX stack
- Impeccable delivery track record with an Industry-leading Net Promoter Score (NPS) of over 65
- Vendor-neutral consultative approach
- Ability to combine packaged applications assembly and tailored software development

For more than 25 years, Servion has been trusted by customer-centric brands for architecting, implementing, and managing Contact Centers and Customer Experience (CX) solutions. Servion has helped 600 enterprises across the globe deliver memorable experiences to their customers, partners, and employees.



*Crafting CX solutions*

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