

SUCCESS STORY | HEALTH RESEARCH

Europe's leading health research organization ensures compliance through a secure, scalable recording

Ensuring better agent productivity, accessibility, and customer engagement

About the client

The client is a Swiss multinational, research-intensive healthcare organization in pharmaceuticals and diagnostics, with over 93,000 employees and 30 R&D sites worldwide.

Requirement

As part of an aggressive pursuit for a complete contact center solution ensuring business transformation, the client was looking for a feature-rich, multi-location recording solution supporting customer calls from multiple countries and cities while complying with recording, storage, and security requirements.

Solution

As a strategic global alliance partner of NICE for customer experience management, Servion has been providing managed services for NICE's comprehensive interaction recording solution. Our services helped the customer to quickly meet HIPPA compliance and other operational requirements, such as high availability, disaster recovery, etc.

The solution included:

- New call recorder that ensured comprehensive compliance and minimized organizational risk.
- NICE Recording On-Demand solution helped

eliminate accessibility challenges. It also provided continuous access for agents and complied with the GDPR rules

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- NICE Engage - Reconfigured the selective recording environment to record all calls with user consent
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- Using the Sentinel application to find out the number of AIR resource utilization for each recording profile helped the customer understand the current requirement and plan for their future capacity

Business outcome

Servion's managed services brought about several tangible benefits for the client. They are as follows:

- Higher agent productivity due to zero accessibility issues with NICE Recording On-Demand
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- Recording made easy for all calls with user consent.
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- Better and efficient AIR resources utilization and capacity planning
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- Fast and easy to retrieve recordings and intelligent quality management.
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- Improved FCR & call handle time
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- Better business, IT, and GDPR compliance

For more than 25 years, Servion has been trusted by customer-centric brands for designing, building, running and optimizing Contact Centers and Customer Experience (CX) solutions. Our 1100 CX professionals apply their passion and deep domain expertise to the entire design-build-run-optimize solution lifecycle. For more information, visit <https://servion.com/>.



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For more information, contact marketing@servion.com