

SUCCESS STORY | IT SERVICE

World's largest IT service firm achieves optimum performance with Servion's globally distributed WFM solutions

Deployed for better efficiency across eight centers across Asia, Europe, and America

About the client

One of the leading customer-centric technology and services firms with 131,500+ professionals across 90 countries, serving 946 global customers, including Fortune 500 companies in various vertical and horizontal markets. The 4.9 billion company provides innovation platforms and solutions in ITO, BPO, business consulting services, and digital technologies..

Requirement

The workforce management is a mammoth undertaking for any large organization like the client, supporting 46,500+ FTEs with POCs at different delivery centers

worldwide. Without a comprehensive WFM solution, it's challenging for the organization to obtain valuable insights and control over its workforce to provide a degree of operational consistency and efficiency. The client was looking to achieve an optimal workforce performance and efficiency in managing its procedural components such as agent scheduling, leave management, meetings, training, off-phone events, etc. The client required Servion to deploy a globally distributed workforce management solution in eight different sites across Asia, Europe, and America.

Solution

Servion implemented a best-in-class workforce management solution that enables the client to plan,

schedule, and monitor the remote workforce. With the ability to choose the right people with the right skillsets at the right time, the solution standardized the WFM processes for the effective execution of SLAs, real-time management, and optimum workforce utilization, enhancing the support and services in the best way possible.

Servion's solution included:

- **Agent scheduling:** Servion deployed its workforce forecasting and scheduling, ideal for a multi-skilled and multi-contact environment to project staffing requirements well in advance. Designed to ensure service level agreements and match the finite staff resources and budgets, the client could make informed decisions about intra-day schedule changes and automate agent shift swapping.
- **Intelligent Call Recording:** The distributed recording solution, coupled with the local recorder for every remote location, was implemented to capture, index, and retrieve interactions quickly to enhance compliance, quality management, and liability protection. It could search and replay recordings, dramatically reducing the time required for call reviews.
- **Workforce optimization and monitoring:** Equipped with Data Center (DC) and Disaster Recovery (DR), Servion's WFM solution could efficiently schedule, optimize and monitor meetings, training, agent attendance, schedule adherence, vacations, sick leave, and other off-phone events. Enable agents to view schedules through their web browsers. The solution could model "What-If"

scenarios for new call types or changes to existing call types.

Business outcomes

The globally distributed workforce management solution, deployed by Servion for 510+ agents in eight different sites across the globe, brought several key benefits, including:

- **Improved SLA performance** while accommodating employee proficiencies, quality scores, skills, preferences, and performance.
- **Centralized forecasts** and schedules with a single point of control that allow for decision-making at individual sites.
- **Low risk of overstaffing and work overtime**, providing the employees with precise schedules they can prefer and identify time-off opportunities.
- **Higher efficiency in agent scheduling**, easy task switching, shift swaps, and long-term planning for capacity, staffing, hiring, and vacation.
- **Higher productivity and availability of the agents** by attaining a minimal dependency on the central network.
- **Improved mobile presence**, enabling the employees to access scheduling information and perform various schedule changes at any time, right from their mobile devices.

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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