

SUCCESS STORY | INSURANCE

India's leading lending & insurance firm transforms customer experience through a scalable, distributed, and secure contact center

Ensuring better agent productivity, accessibility, and customer engagement



About the client

The client is a leading lending, wealth advisory, and insurance firm with over 26,000 employees and offices throughout India

Requirement

The client had outsourced its contact center technology and operations to an external vendor. The vendor was unable to meet their dynamic business needs and scale their operations. The client decided to move their technology in-house and go ahead with the Cisco PCCE contact center suite after a long and methodical calibration process.

As part of their operation needs, the client was also

looking to shortlist a vendor to host their data center and execute it as a single turn-key solution and taking accountability of network, contact center, servers, agent desktops, and all endpoint needs. The calls have to be routed initially to 7 BPO's across India seamlessly.

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

Servion implemented the Cisco PCCE for 4000 agents and the NICE recording solution that addressed the

client's immediate business needs

The solution included:

- Cisco PCCE Contact Center implementation to accomodate 4000 agents
- NICE Engage Call Recording solution implementation that ensured comprehensive recording of all calls
- Installation of Acqueon Outbound Dialer solution with list & campaign management capabilities amidst other features
- Third-party data center implementation with the primary data center in Mumbai and secondary data center in Bangalore
- Design and Installation of routers, switches, and Cisco SDWAN as required
- Managed Services with a 99.99% availability with hands and feet across BPO's and client locations

Business outcomes

Servion's implementation brought several tangible benefits for the client. Some of them include:

- Scalability that enable the customer to easily add agents / BPO locations on a plug and play model
- Lower downtime or failures owing to the best-of-breed solutions deployment and proactive support from Servion
- Improved agent productivity due to zero accessibility issues with Cisco, NICE, and Acqueon
- Improved FCR, call handle time and 100% call recording
- End to End Managed Services across all DC / DR / BPO & client locations, thus providing a down-time-free environment
- Ensured business, IT, and regulatory compliances

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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