



## ABOUT THE CLIENT

One of the top five property preservation companies in the United States.

## CLIENT CHALLENGE

The client conducts property inspections, property preservation, real estate-owned property maintenance, and valuation services, and offers multiple product packages and levels of field service coverage across the nation to help clients quickly sell their properties for the highest possible value.

In late 2011, initial conversations began with this client, as they were disappointed in the service they were receiving from the vendor they were using for their call center operations. Customer service levels were down, the vendor continually increased their prices, and they were unable to predict peaks and valleys in the inventory levels of available properties. The client needed a partner that could provide flexible pricing and staffing, and could manage the hiring, onboarding, and training of the staff.



Our agents have consistently met and/or exceeded all SLAs expected by the client.



## THE SUTHERLAND TRANSFORMATION

Sutherland analyzed the peaks and valleys of the call volume, and determined the highs and lows, designing a support structure that was nimble and flexible, ensuring calls were answered as quickly as possible, and within the 10-second average speed of answer service level agreement (SLA). Manpower planning analysts were leveraged to determine the appropriate hours of operation, and determined that inflow varies for different investors and clients. As such, a shift schedule was designed that ensures maximum coverage of tasks within the 18-hour window, followed by implementation of a 24-hour call center, open 7 days a week, 365 days per year.

The call center agents take calls from a variety of personnel responsible for maintaining and/or inspecting bank-owned properties. Agents document the issues or questions about the property, and then schedule time for the various vendors (carpenters, painters, cleaning services, etc.) to return to the property to complete the applicable work.

## PARTNERSHIP RESULTS

Our agents have consistently met and/or exceeded all SLAs expected by the client:



As a process transformation company, Sutherland rethinks and rebuilds processes for the digital age by combining the speed and insight of design thinking with the scale and accuracy of data analytics. We have been helping customers across industries from financial services to healthcare, achieve greater agility through transformed and automated customer experiences for over 30 years. Headquartered in Rochester, N.Y., Sutherland employs thousands of professionals spanning 19 countries around the world.

For more information on how we can help you transform your processes, visit us at [www.sutherlandglobal.com](http://www.sutherlandglobal.com), email us at [sales@sutherlandglobal.com](mailto:sales@sutherlandglobal.com), or call 1-800-388-4557 ext. 6123.