



ABOUT THE CLIENT

Top-three media and entertainment, fully integrated service provider offering mobile, broadband, and satellite services to over 20 million customers in the US.

CLIENT CHALLENGE

The telecommunications partner provides installation and repair tech support to its field technicians serving tens of millions of US-based telecommunications and satellite customers supported by in-house contact center voice service agents governed by union labor rules. This prevented the partner from establishing formal processes, procedures, measurable standards, KPIs, tracking, and accountability. As a result, the partner's overall operating cost, cost per contact (CPC), net promoter score (NPS), and inefficiencies became unmanageable.



By leveraging global learnings, expertise in policy, processes, and procedures and migrating sensitive queues, the partner is able to save \$3M and meet/exceed KPIs.



THE SUTHERLAND TRANSFORMATION

Through its “smart model” transformation, Sutherland developed process mapping to provide a clearer understanding of various processes in existence and previously under-developed methods and procedures, designed more efficient calls flows, streamlined system navigation, and perfected scripting verbiage. This enabled global agents to become more efficient, reducing tech contacts and average call and chat handle time. Starting with 50 voice agents, Sutherland now also supports satellite, video, voice, and broadband techs via live agent and SmartChat 15 hours per day, seven days per week, 365 days per year, through 900 agents in five centers, on three continents, and four time zones. As a result, Sutherland decreased billable minutes by 2.5 million per year equating to \$3M in savings for the partner.

PARTNERSHIP RESULTS

- Saved our partner > \$3M in a 1-year period
- Consistently decreased per/year contacts by >5K
- Consistently decreased billable minutes by >2.5M
- Awarded 100% inbound volume for field service voice and chat, resulting in a yearly contact reduction of \$3M

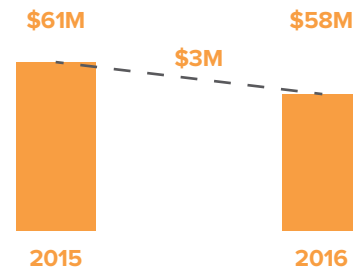
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Billable Minutes



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

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.