

## FINANCIAL SERVICES SECTOR PRODUCTIVITY/SERVICE LEVEL IMPROVEMENT



A Japanese division of one of the largest global insurance providers engaged Trident to dramatically improve productivity while improving customer service across a regional Customer Contact Center without incurring additional costs.

**\$5.2MM**

**ANNUALIZED SAVINGS**



### HOW WE MADE IT HAPPEN:

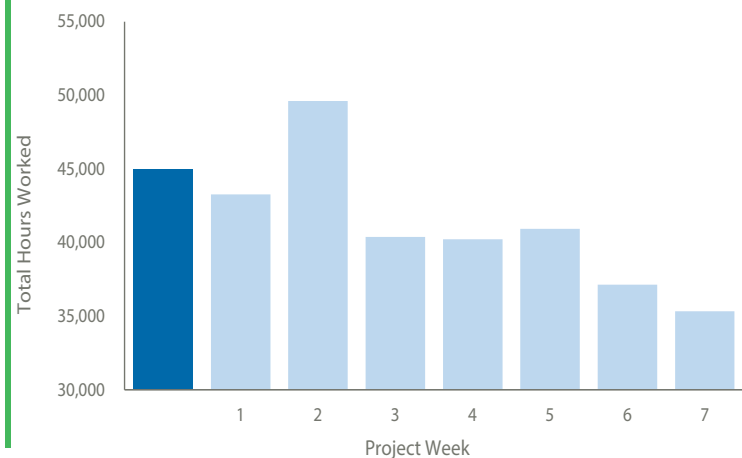
- **Upgraded demand planning to best-in-class practices to ensure a high level of resource efficiency**
  - Developed a demand management system to improve forecasting by skills, ensured adherence to schedule, and managed skills prioritization
  - Exceeded service level target of answering 80% of calls within 20 seconds
  - Enhanced call routing to maximize call flow effectiveness and reduced transfers across call centers
  - Reduced calls abandoned by customers to below 5%
- **Implemented short interval feedback tools and active management to instill a continuous improvement culture**
  - Implemented short interval execution control to enable supervisors to make adjustments to manage volume fluctuations throughout the day
  - Implemented Daily and Weekly management reporting systems to facilitate variance discussion and problem solving from the ground up
- **Implemented a straight through processing model across call center fulfillment to improve efficiency by 24%**
  - Eliminated cross functional checking to drive accountability back to the transaction origins
  - Reduced hours worked by implementing an effective backlog management system based on service levels that achieve high levels of turn around time

- **Implemented After Call Work compression strategies to improve average handling time by 28%**
  - Eliminated the need to re-type call history where the action is already accounted for within the system
  - Provided standard after call work scripts that can be copied and pasted to reduce call history over production

### RESULTS:

Trident achieved 84% above targeted savings for the company and delivered an 81% improvement in productivity along with a superior customer experience. The overall benefit return was 800% ROI.

### 21% Decrease in Total Hours for Policyowner Services



**We are here to Make It Happen™.**

**Contact us for a complimentary assessment to help solve your complex business issues at [info@trident.com](mailto:info@trident.com).**