

## HEALTHCARE SECTOR OPERATIONS OPTIMIZATION



The client is the world's leading provider of mobile cardiac out-patient telemetry devices. The Customer Care areas experienced low employee productivity, poor cross-training and high rework rates during manufacturing pre-authorization, welcome calls, service activation and shipping stages. The company sought to dramatically improve its cost structure while raising service levels, quality standards, and customer satisfaction.

### HOW WE MADE IT HAPPEN:

- Embarked on ambitious cross-training initiative designed to:
  - Improve service levels during peaks
  - Improve average call handling times
  - Route calls to the CSR most qualified to handle
  - Eliminate call escalations and complaints
- Grouped multiple orders with the same insurance carrier when assigning benefits verification orders for follow-up
- Aligned call center resources to times when there was a higher success rate of reaching the patient on the first call
- Designed and implemented a set of operating 'dashboards' designed to display targets, live performance and variances in a manner to drive the 'best possible' response by management
- Developed resource planning and forecasting tools to maintain the 'best possible' staffing level possible
- Implemented a 'surge plan' to warn supervisors of call volume and take the right actions to redeploy CSR's throttle-down autodialer output and cease outbound calling

# \$3MM

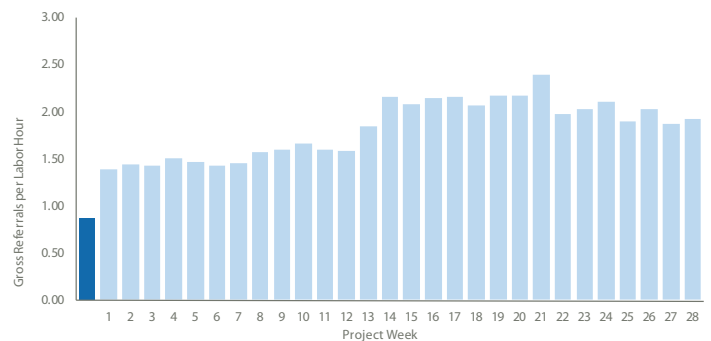
## EBITDA IMPROVEMENT



### RESULTS:

The client's operations labor and benefits expenses were reduced by over \$3MM with no capital investments. The project results were achieved in 25 weeks and were performed in a collaborative and sustainable way, achieving 600% ROI.

### 121% Productivity Improvement



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).