

PRODUCTIVITY & SERVICE LEVEL IMPROVEMENT

FINANCIAL SERVICES CASE STUDY



A Japanese division of one of the largest global insurance providers engaged Trindent to improve productivity while improving customer service across a regional customer contact center without additional costs.

100%
**INCREASE IN
SERVICE LEVEL**

US\$5,300,000
**ANNUALIZED
SAVINGS**

31%
**REDUCTION IN
COST PER CALL**

HOW WE MADE IT HAPPEN

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

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 adjust 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 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

"This achievement is a credit to the Trindent collaborative approach, your team was able to work side by side with staff at all levels to solve some very complex issues. What impressed me the most is how the changes and systems put in place are becoming embedded into "business as usual" processes which really drives sustainability."

– Executive Vice President and Chief Administrative Officer