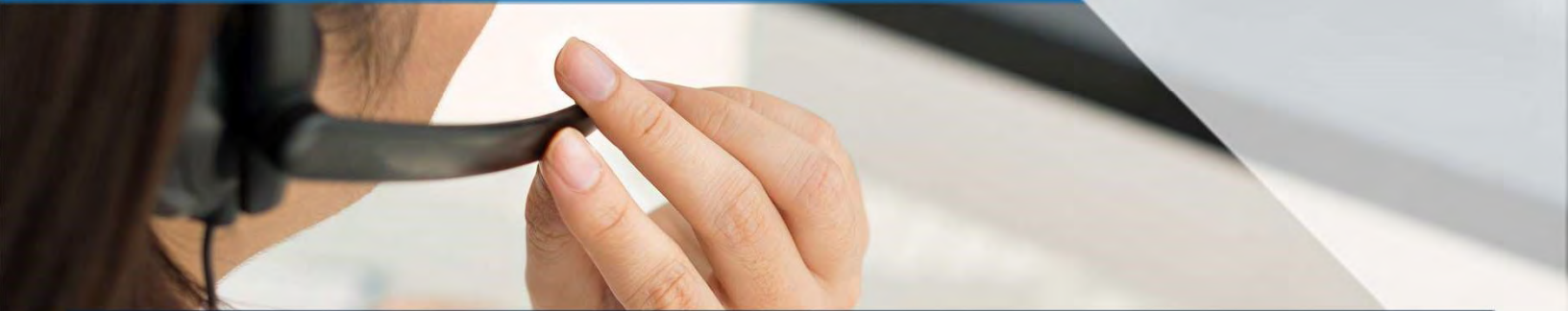


# CUSTOMER CARE OPERATIONS



## HEALTHCARE CASE STUDY



One of the world's leading provider of mobile cardiac outpatient telemetry devices engaged Trident to dramatically improve their cost structure while raising service levels, quality standards, and customer satisfaction.

**25%**

**LABOR  
REDUCTION**

**\$4,400,000**

**ANNUALIZED  
SAVINGS**

**121%**

**PRODUCTIVITY  
IMPROVEMENT**

### HOW WE MADE IT HAPPEN

- Embarked on cross-training initiative to improve service levels during peaks, improve average call handling times, route calls to the CSR most qualified to handle and 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 most optimal staffing level possible
- Implemented a 'surge plan' to warn supervisors of call volume and redeploy CSR's throttle-down auto dialer output and cease outbound calling
- Improved active management by 12%

*"In all of my experience with many management consultant engagements I can honestly say that I have seldom had a situation where the external team integrated so seamlessly and immediately. We engaged Trident primarily for your expertise in business process mapping, metrics development and commitment to stakeholder involvement. Our expectation was very much achieved in every one of these areas and more."*

*-Senior Vice president, Business Operations*

WE'RE HERE TO MAKE IT HAPPEN™.  
CONTACT US TODAY AT [info@trident.com](mailto:info@trident.com).