

# LARGE FINANCIAL SERVICES COMPANY

**Beyond the Initial Request: Expanded Managed Solution Improves Savings, Efficiency, and Reliability**

**Project:**  
Updating the legacy contact center, improving network performance, and enhancing delivery of financial services

**Major Benefit:**  
Unified communications

A national, neighborhood-based financial service company caters to the financial needs of unbanked and underbanked consumers by providing critical, convenient, and easy-to-access products and services to its customers. The company had an immediate need to upgrade its legacy Contact Center but had limited resources. After a comprehensive review of long-term technology needs and business goals, the financial service company settled on a single vendor that could scale to its needs. The IT solutions delivered went beyond the initial request, integrating UC&C for more than 500 neighborhood branches; upgrading Contact Center capabilities; improving network performance corporate wide; and enhancing the delivery of financial services to achieve business revenue objectives and reducing overall costs.

## Discovery



### At the Retail Level, IT Evolution Included:

- Migration from premise to Cloud-based UC&C at all branches
- Consolidation of carrier connectivity from numerous local suppliers to a single-source
- Implementation nationwide remote monitoring with system-wide oversight

### Corporate IT Enhancements Included:

- Evolution to Cloud-based contact center
- Re-architected and upgraded system-wide data network
- Outsourced service desk and support

### A Working Group Methodology

The single-vendor approach adopted by this client minimized the strain on its internal human resources. It also simplified business operations, and provided a high level of agility to address unforeseen changes in IT direction, strategy, or scale—all while delivering multiple solutions and tangible, positive outcomes.

### Alleviating Strained Internal Resources, Improving Outcomes

This financial institution offers short-term loans, check-cashing services, prepaid debit cards, money transfers, bill payment options, and money orders. Initially the company wanted to create a 60-agent, cloud-based Contact Center to manage customers' needs, but after a Black Box Discovery, it was determined that the project would be expanded to include additional solutions that helped alleviate financial and human resource constraints.

The new project goals were to increase revenue, reduce cost to serve, and to mitigate risks. The result was to move to a fully-managed staff augmentation model that exceeded these objectives, delivered scalable and flexible services, and impacted customer relationships and business outcomes positively. The solution provided solid recommendations to improve retail-level operations, and corporate-wide IT strategies for greater efficiency.

Increased contact to connect ratios by **40%** and improved promise-to-pay by as much as **10%** with new Call Center capabilities



Eliminated corporate-wide Call Center and UCC hardware, reducing expenditures by **-\$800K annually**



Stabilized branch connectivity by reducing multiple carriers to a single-source – lowering cost by **\$1M**



Improved network performance while reducing network spend by **50%**



Minimized risk by enabling **99% reliability**

