



VMC SUCCESS STORY

Technical Support Call Center Moves in Real Time

*With no downtime or drop in
service levels for customers*

Overview

Country: Canada

Industry: Technology

Service Areas: Product Technical Support, Call Center Management

Customer Profile: A global leader in software, services, and Internet technologies for personal and business computing.

Business Challenge: The client needed to transition an existing call center to an outside vendor to deliver and technical service and support to enterprise customers.

VMC Solution: VMC transitioned an entire call center with 400+ agents to a new facility, with no downtime or service interruptions for customers.

Benefits:

- The client saved costs by transitioning its 400+ agent call center operation to VMC's management and nearshore facility
- The entire transition was accomplished seamlessly, while the client's critical enterprise customers experienced no disruptions or drop in service levels whatsoever.
- As part of the transition, VMC's call center experts designed and implemented state-of-the-art workforce management, monitoring, and reporting tools and processes enhancing call center performance

Business Challenge

Faced with a changing business landscape, the client needed to transition an existing call center to an outside vendor — one who could both coordinate the move on a short timetable, and provide ongoing support to deliver and maintain exceptional customer technical service and support to enterprise customers.

The company turned to VMC provide an outsourced call center solution and transition all elements of the client's existing facility to a VMC site. This task entailed moving extensive equipment, labs, and more than 400 customer support agents to a Toronto location, providing a more efficient nearshore technical support solution for this U.S.-based company.

The particular challenge lay in coordinating and building a system to combine the variety of specialty service areas the client needed, along with all the operations, tools and processes that went with them. Another challenge was to minimize service disruptions for the important enterprise customers served by the call center.

"VMC already knew our business so they were able to step in and make the impossible happen. Even our other vendors were amazed that VMC could transfer our entire call center from one location to another, with no service downtime."

— Director of Call Center Services

VMC Solution

VMC collaborated with the client to define the entire project scope from initial planning to "go-live" using our multi-phase project management methodology.

Working in tandem with the client and telecommunications and networking equipment vendors, VMC structured a plan to allow the client to realize the maximum benefits of outsourcing this service over time, while ensuring no drop in service levels during the transition. A highly specialized project management team consulted on every element in the process, including Human Resources, IT, Telephony, Service Delivery and Facilities issues.



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- **Key partnering checkpoints and superior project management.** VMC created successive checkpoints to ensure that each stage of this time-sensitive project was on schedule. All metrics and status were communicated to the client via real-time management dashboards and weekly project reviews. At each phase of the project, VMC provided a detailed status report, tracking progress to schedule and to budget.
- **Systems implemented.** VMC deployed multiple, integrated technologies and solutions including a Cisco switch and IPCC call center software, a workforce management integration solution, Extranet and Intranet solutions, and IEX workforce management for enhanced reporting, forecasting, scheduling, personnel management, real-time call monitoring, and staffing analysis capabilities.
- **Change management process.** VMC implemented a sophisticated change management process to enable streamlined and systematic operational evolution.
- **Investment in parallel locations.** VMC built an entire technical support center in Toronto from the ground up, to operate in parallel with the existing client operation. VMC initiated the project with seed equipment and staff cubicles, moving 15-50 people at a time, thus minimizing the risk of business disruption.
- **Decommissioning.** Following successful completion of the transition, VMC handled decommissioning of the client's former call center.

Project Highlights:

- *412 people moved with no downtime or customer service impact*
- *823 PCs and 400 cubicles moved—about 90,000 pounds of equipment*
- *More than 30,000 feet of network cable was laid in the new building*
- *Additional UPS and site equipment was purchased and installed*
- *Each floor/area was wired separately, providing multi-client “plug ‘n play” capability*
- *Building construction and modifications were planned, executed and completed on time*

Results

The success of this project was realized immediately as the new center took its first support call. VMC met and exceeded the project objectives of transitioning operations and transferring infrastructure, people and systems. Business operations continued uninterrupted throughout the transfer with no loss of service levels and no adverse customer impact.

The client was able to vacate a building/location and transfer the entire operation to VMC. In the process, the client is continuing to realize the operational efficiencies and cost economies of using VMC's state-of-the-art nearshore facility in Toronto.

In our ongoing relationship with the client, VMC provides reporting, metrics and transparency into systems performance through VoIP remote monitoring and daily business intelligence uploads.

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