

# Assessment

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**An operation assessment provides a structured, analytical approach to improving call center performance. It produces an objective snapshot of your current environment vs. your company's goals. It helps you see if "you're doing what you say you're doing", and more importantly "if what you want to do is what you should be doing" Our assessment process includes:**

- **Understanding your purpose and objectives for the assessment.**
- **Gathering data by interviewing and observing your operations.**
- **Analyzing the results.**
- **Recommending solutions and creating implementation plans.**

**An operations assessment helps you to:**

- **Discover specific areas for improvement.**
- **Identify possible areas for cost reduction.**

**An operations assessment provides you with:**

- **Documented results and solutions that can be implemented.**
- **The information you need to gain and maintain a competitive edge.**

**We will outline short, medium and long-range opportunities. Then, you select the initiatives that commit the minimum resources to achieve the most effective performance objectives for your individual business. The output of our assessment is a summarized and documented roadmap to move from analysis to action.**

# Change Management

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**The goal of Change Management is to incorporate changes into the organization in a planned and managed fashion. A Change Management program is comprised of methods, processes, procedures, tools, and skills to ensure that changes are systematically introduced into the environment.**

**The benefits of a formal Change Management program include:**

- **Provides a proactive approach to organizational change vs. a reactive or “knee-jerk” response.**

**Because it provides a structured method of handling changes, the results are generally more successful and less disruptive.**

- **Reduces negative impact of changes to customers and employees.**
- **Better employee morale and improved change-acceptance attitude**

**Our areas of expertise include:**

- **Establish the Infrastructure to Support a Change Management Program**
- **Create a Change Management Environment**
- **Make Change Easier Through Team Building & Communication**
- **Implement a Change**

# eCommerce

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**Most companies choose to offer an e-Commerce option because it enables the company to take full advantage of each and every sales opportunity. It provides another contact option for customers and also provides enabling technologies for the company's employees. All of this results in superior customer management.**

- **An effective e-business site can:**
- **Improve customer satisfaction.**
- **Increase revenue-to-expense ratio by increasing penetration through cross-selling and target-selling based upon customer profiles or buying patterns.**
- **Improve order processing flows, which reduces defects.**
- **Improve employee knowledge and effectiveness, which reduces contact handle times.**
- **Provide more timely and accurate information concerning customers, products, etc.**
- **Provide consistent levels of service.**
- **Increase employee empowerment by providing better decision support and reference tools.**
- **Provide desktop enhancement for employees for data access and retrieval.**
- **Improve employee morale and loyalty.**

# Service Quality

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**Our company has extensive experience in designing and implementing all types of service quality management programs. Our work experience includes producing call monitoring programs, creating work output audits, and developing employee recognition programs. To insure these programs are as effective as possible, service quality management programs should be customized to fit your specific industry and business need.**

**In a customer-focused industry, service quality is the most important way to distinguish your business from your competitors. While a great deal of focus is often put into initial service quality programs, such as training and process development, on-going quality programs are often overlooked or under-developed. These programs are actually the key to providing sustained, consistent exceptional service.**

**Service quality management programs should incorporate performance metrics and employee recognition programs. This helps employees understand what's expected of them and recognize what the benefits are to both the customer and to them. Effective service quality management programs also assist the company in gathering data regarding service deficiency trends and identifying opportunities for improvement.**

- **Call Monitoring Work Activity Audits**
- **Customer Escalations & Complaints**
- **Employee Empowerment**
- **Employee Recognition**

# Process Management

**Our company has a team of professionals with extensive experience in all types of Process Management efforts, including:**

- **Process Development for new processes or work-flow.**
- **Process Improvement or Re-engineering to fix “broken” processes.**

**We can perform the work and/or establish Process Management practices within your organization, through demonstration, training and consultation.**

**Effective Process Management practices:**

- **Increase the chance that work will be done correctly and consistently.**
- **Insure that a process is as efficient and effective as possible.**
- **Provide detailed, written process descriptions that can be shared and followed.**
- **Establish measurements to gauge performance and improvement.**
- **Increase satisfaction for both external and internal customers.**
- **Improve employee productivity and morale.**
- **How do you know if a process needs to be improved?**
- **Are all of your customers, internal and external, satisfied?**
- **Are too many errors being made?**
- **Is the process taking too long?**
- **Are there multiple hand-offs that are slowing down the process or creating “bottlenecks?”**
- **Does the process cost too much?**
- **Is there a back-log of work?**
- **Do you measure the success of the process?**

# Project Management

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**Our company has extensive expertise in defining, planning, and implementing projects. Our previous work experience has involved all types and sizes of projects, from technical system implementations to simple process changes.**

**The range of our experience includes basic project management services, as well as developing all of the processes to support the project. Additionally, we develop support mechanisms to insure successful on-going maintenance when the project is turned-over to daily operations**

**The benefits of effective project implementation include:**

- **Increased chance of project success, i.e. on-time, on-budget, and as-designed.**
- **A concise project definition with specific deliverables that can be shared with stakeholders.**
- **Quality and cost control throughout the project.**
- **Potential problems identified in time to take preventative action, which saves both time and money.**
- **Comprehensive written documentation of the project history.**
- **Formal measurements to gauge success.**

# Technology Management

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**Our company has extensive expertise in the mobile technology industry. Our previous work experience has involved all aspects of the business, for both start-up and established organizations.**

**We have provided a variety of consulting services including:**

- **Project management and implementation.**
- **Quality and cost control which increased chance of success, i.e. on-time, on-budget, as-designed.**
- **Process development, documentation, and re-engineering which provides for consistent and measurable delivery of service and decreased operating expense and improved resource allocation.**
- **Training design, development, and delivery resulting in improved productivity, quality and service deliveries as well as improved employee satisfaction and reduced employee turnover.**

# Training

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**Our expertise in the field of training is extensive and varied. We offer a full range of professional services to support all aspects of training, including design, development, and delivery.**

**Our work experience ranges from designing comprehensive customer care curriculums for start-up businesses to delivering “off the shelf” programs for targeted performance enhancement for mature organizations.**

**The benefits of effective training include improved job performance and productivity, improved quality and/or service delivery. Additionally, we find improved employee satisfaction and reduced employee turnover. All of which results in improved customer satisfaction.**

**Our areas of expertise include:**

- **Needs Analysis**
- **Curriculum Design and**
- **Development**
- **Structured Delivery**
- **Evaluation of the course effectiveness**

# Wireless

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**We have provided a variety of consulting services including:**

- **Project management**
- **Process development, documentation, and re-engineering**
- **Training design, development and delivery**

**Our areas of expertise are:**

- **Phone Equipment & Functionality**
- **Phone Services & Features**
- **Establishing Accounts & Activating Service**
- **Billing & Usage**
- **Collections**
- **Changes to Service**
- **Troubleshooting Problems**
- **Miscellaneous Customer Care Procedures**

# Operations

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