Enghouse Interactive

Teleperformance
Centralised operations saved costs and improved reliability

Overview

INDUSTRY
Business Process Outsourcer

CUSTOMER PROFILE
Teleperformance, Global leader in Business Process Outsourcing

GOALS
Teleperformance needed to centralise their contact centre campaign operations

SOLUTIONS
Enghouse Interactive Outbound Communicator - (IT Sonix's Elsbeth PowerContact)

BENEFITS
• Call blending is now available across the entire operation irrespective of location, language or project.

• Enhanced agent monitoring dramatically improved quality monitoring, reporting and management.

• Single-sign on across all applications dramatically reduced the overheads for creating or closing user accounts

• Working together as a virtual team meant implementation of campaigns can happen independently of location.

• Virtual machines have greatly improved performance and manageability

TELEPERFORMANCE, THE GLOBAL LEADER IN CUSTOMER EXPERIENCE, HAS BEEN SERVING COMPANIES AROUND THE WORLD; PROVIDING SUPERIOR RESULTS IN MANAGING CUSTOMER CARE, CUSTOMER ACQUISITION, NEW MEDIA, TECHNICAL SUPPORT AND DEBT COLLECTION.

The Group operates approximately 98,000 computer workstations, with more than 130,000 employees across 255 contact centres in 49 countries and conducts programs in more than 66 different languages and dialects on behalf of major international companies from various industries.

Teleperformance Benelux, consisting of 2300 employees, specialises in national and Pan-European activities. Based in Brussels, Tilburg, Zoetermeer, Maastricht and Roermond, campaigns are carried out in the native language of all European countries so that international programs can be managed on a local level.

Years of experience and knowledge in dealing with both inbound and outbound campaigns, CRM, technical helpdesks, financial helpdesks and surveys form the basis of a trustworthy and high quality partnership, providing clients with a complete solution to manage customer contacts and helping them to identify and/or acquire new customers.

Problem/Challenge

Teleperformance an existing customer of IT Sonix - an acquired company by Enghouse Interactive required to implement an overarching strategy to move all server-based applications from locally installed servers to a new centralised EMEA data centre to streamline administration and monitoring. Prior to the project, database servers running Outbound Communicator formerly named ELSBETH PowerContact were installed locally in the Brussels and Tilburg contact centre locations.

Under the old structure, the IT and Operations teams wanted to have more control over their background processes. So that whenever local reporting processes failed, such as data export or data warehouse they required quicker response times in identifying and fixing incidents.

Above all, Teleperformance needed a solution to help centrally optimise operations, rather than having isolated installations which often led to difficulties in moving projects between sites and sharing resources across sites.

Implementation / Solution

In the secure central EMEA data centre, Teleperformance provided a virtual database and application server. Using these servers, the Campaign Manager, part of the Outbound Communicator solution was installed and migrated the existing databases. For the Dutch sites, this included an upgrade to the latest version, giving these sites access to the latest functionality.

The user management was integrated into the Active Directory services at Teleperformance, allowing a single-sign on across all applications and reducing the overheads for creating or closing user accounts within the Campaign Manager.

The Results

Since the migration both IT teams (in Belgium and The Netherlands) are now working together as a virtual team with the aim that implementation of campaigns can happen independently of location.

The optimisation of the server architecture from the physical database servers in Tilburg and Brussels (running SQL Server, Application Server and background processes i.e. imports, exports and data warehouse feeds; all on each server) to separate virtual machines for SQL Server, Application Server and background processes (each shared across all sites) have greatly improved performance and manageability.

Call blending is now available across the entire Benelux operation irrespective of location, language or project. Agent monitoring was enhanced to improve quality monitoring, reporting and management. across sites.

With the centralisation, Teleperformance Benelux is now able to move agents between projects location-independently, which leads to better utilisation of the local dialers and reduced telecommunication costs. Additionally, the solution can now be scaled more easily to other sites in Benelux.

FINALLY, IMPROVED MONITORING AND MANAGEMENT OF BACKGROUND PROCESSES, INCLUDING HANDLING/ STORAGE OF CALL RECORDINGS AND DATABASE BACKUPS, ALL MANAGED AND MONITORED BY CENTRAL EMEA IT SUPPORT IN TELEPERFORMANCE, LED TO COST SAVINGS AND IMPROVED RELIABILITY.

About Enghouse Interactive

Enghouse Interactive develops and supplies the widest range of customer contact solutions on the market through an extensive network of value-added partners. Enghouse Interactive's integrated suite of solutions includes multi-channel contact centres, outbound, self-service, attendant operator consoles and quality management. These solutions enable organisations to classify and respond to customers in the way that they want: quickly, efficiently and successfully, with minimal effort.

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Learn more at www.enghouseinteractive.co.uk