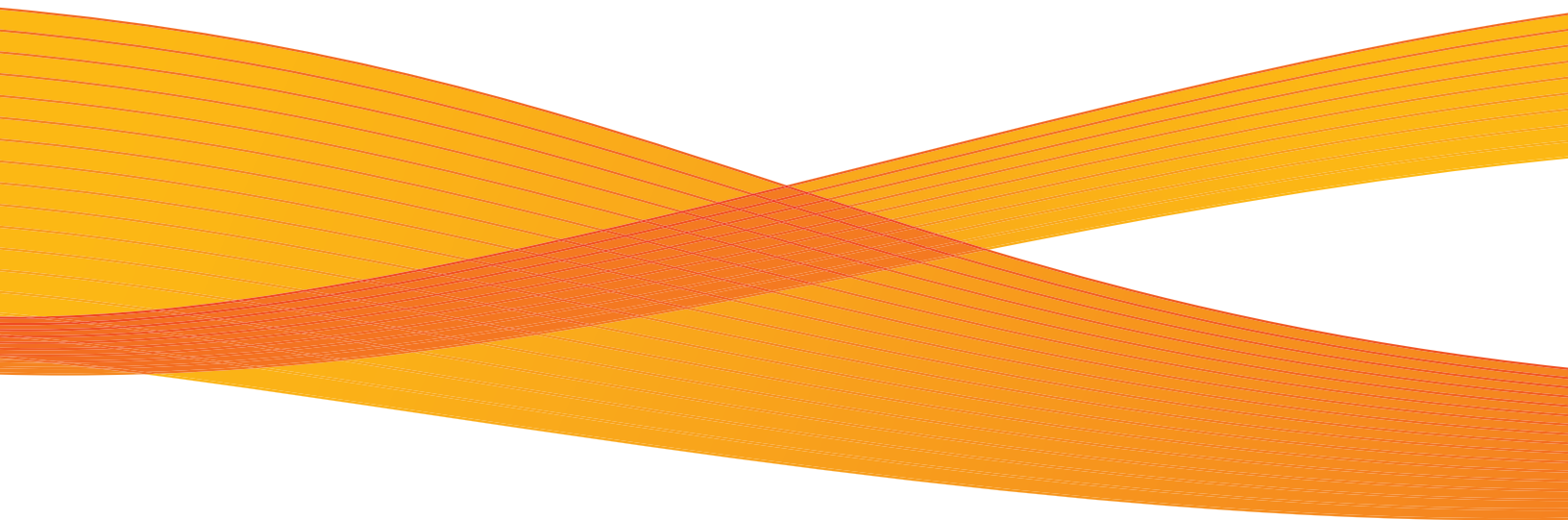


Helping a wireless carrier get the most from their minutes

20% reduction in AHT variance
due to Xerox's Achievement Based
Compensation (ABC) solution



“Xerox consistently delivers the innovative solutions we need to help us reduce cost and create real customer value. Our partnership with Xerox helps us maintain our competitive advantage in the volatile communications marketplace.”

– Client Vendor Relationship Manager

The Challenge

The client was engaged in a costly mechanism for delivering customer care. Assuming all forecasting risk in a multi-vendor environment, the wireless provider paid by the hour for over 20,000 agents. They relied heavily on forecasting to predict call volumes and AHT performance with no assurance that customers were receiving optimal service and that agents were being efficient and properly utilized. Consequently, vendors were paid just as much for under utilization and poor performance as they were for providing excellent customer service.

The Solution

The current outsourcing environment was not delivering the highest value to allow the client to remain competitive.

Xerox proposed their Achievement Based Compensation (ABC) solution to shift the risk and help the client remain competitive in this complex vendor marketplace. ABC is a proven, self-managing compensation program, rewarding agents for productivity, call quality, and overall customer satisfaction. With ABC, the forecasting risk is shifted to the vendor partners as the client pays only for calls handled and pays less when the customer's issue is not completely resolved.

The client saw a real benefit to the ABC concept and agreed to pilot the program with Xerox.

The Bottom Line

In an industry based on minutes, this premier wireless carrier was paying multiple vendors by the hour.

That is, until their partner since 1999 convinced them to 'roll over' their thinking.

The Results

Thanks to Xerox's solution, forecasting challenges and huge staffing swings were no longer an issue. Utilization variances rarely rise above 2 percent today, compared to costly variances in the 10 percent range before ABC.

Customer satisfaction levels also improved as a result of directly tying excellent customer service to agent compensation.

The client recognized the power behind Xerox's solution to maximize customer satisfaction, agent earning potential and their own profitability. They know that ABC is a Win-Win-Win solution.

- 20% reduction in AHT variance
- 5-7 percentage point IR improvement
- 4 percentage point CSAT improvement
- Consecutive monthly IR improvements since 2008
- Top service provider in client's enterprise
- Multiple sites | 5000+ Agents

Benefits of ABC

Achievement Based Compensation (ABC) promotes innovative cost and quality improvements based on agent Issue Resolution performance.

- Improves productivity
- Reduces AHT
- Improves quality
- Increases customer satisfaction
- Reduces attrition and absenteeism
- Reduces overall labor costs
- Strengthens at-home programs

Sector: Communications

Solution: Achievement Based Compensation (ABC)

Client: Major Wireless Communications Provider

Challenge: Inconsistent Agent IR, High Forecasting, AHT Variances

Results: Improvements in IR and AHT Consistency Save Client Millions

Achievement Based Compensation

Win-Win-Win

Agent

- Increased Ownership
- Recognition of Top Performers
- Control of pay rate

Business Unit

- Increased efficiencies
- Reduced cost
- Low-performers self-manage

Client

- Increased quality
- Improved CSAT
- Reduced cost drain

