

Case Study: Enterprise Management— Managed Call Center



U.S. ENVIRONMENTAL PROTECTION AGENCY

CLIENT NEED

The EPA needed to consolidate 12 help desks with multiple phone numbers, procedures, software, databases, and functions to reduce costs and improve customer service

SOLUTION

- ▶ Over the period of seven years, consolidated 40 disparate environments and the help desks into one single point of contact call center, integrating an Internet Protocol (IP) Integrated Contact Distribution (ICD) system, ITSM Suite, and SLA Monitoring capabilities

RESULTS

- ▶ Call Center supports 25,000 EPA users and the public, resolving 6,000+ calls/month
- ▶ Increased customer satisfaction from 57% to 98%
- ▶ Reduced staff from 48 to 16 and costs by \$17.5 million over the life of the contract
- ▶ Met or exceeded all monthly SLA performance metrics during six years of the contract