

# Klant Contact Services

With PerformanceEdge® workforce management, KCS enhances planning, forecasting and scheduling processes.

## The Company

Klant Contact Services (KCS) is a contact centre owned by the Achmea organisation, the Netherlands' largest provider of financial services, insurance and healthcare products. As part of the Achmea group, KCS works exclusively for Achmea as a dedicated outsourcer for customer service and telemarketing business processes.

KCS manages both incoming and outgoing customer contact for Achmea brands using all possible media channels, including Web and email communications. It also develops innovative projects in cooperation with Achmea brands that aim to further improve service quality and thereby strengthen the company and improve market share.

## The Business Challenge

KCS' primary goal is to achieve greater flexibility for Achmea, to raise quality levels, generate additional business and allow the organisation to adapt to current market trends. In addition to structural management of inbound and outbound call traffic, KCS also offers solutions for managing email and chat, temporary peaks such as those resulting from marketing campaigns, and performs market and client satisfaction surveys.

KCS uses internet protocol (IP) for all its contact centre interactions for maximum flexibility and scalability. Normally, KCS has approximately 120 agents in its contact centre. At the end of each year, citizens in the Netherlands start looking for new health insurance providers. As a result, KCS adds an additional 100 agents to its contact centre workforce. Labour costs are a major factor in KCS's operational costs. It is critical for KCS to effectively manage and optimise staff levels during this demanding time. Recognizing that it could be more efficient in managing its varying staffing levels, the company searched for an advanced workforce management solution that could help the contact centre manage forecasting and agent scheduling, while also lowering operating costs. KCS also needed a solution that could interoperate with the contact centre's dialer, quality monitoring tool, and IP infrastructure.

## The Solution

The company selected the workforce management capability of PerformanceEdge to optimise its contact centre operations. PerformanceEdge is an IT-ready, Microsoft .NET Web services software platform that synchronizes workforce optimization capabilities to help organizations execute on their UC strategies. PerformanceEdge workforce management helps multiskill, multisite, and multichannel contact centres accurately plan, manage and optimize performance.

Aspect® Workforce Management lets KCS leverage internet protocol (IP) and existing technology in its contact centre, while helping the company improve agent staffing requirements. To ensure optimum service quality, placing the right employee, at the right place, at the right time is essential. Aspect Workforce Management enables KCS to forecast scheduling needs based on call volumes, generate schedules that match predicted traffic, monitor in real time and make adjustments as necessary.



## Solution

- PerformanceEdge workforce management capability

## Results

- Improved forecasting accuracy to near perfect levels
- Streamlined approval process efficiency for vacation schedules
- Seamless integration with third-party vendors' contact centre solutions

"PerformanceEdge allows us to put in place the right people, with the right knowledge at the right time. We save costs on over- or under-staffing and have the flexibility to adapt as needed."

**Jeroen Hoppezak**  
Planner  
KCS

Through its extensive reporting capabilities, Aspect® Workforce Management has the ability to pull detailed call information from the automatic call distributor (ACD) every 15 minutes resulting in real-time data showing KCS detailed peak hour information, enabling them to make intraday adjustments on an ongoing basis. It also helps KCS track statistics from its contact centre throughout the day and compare them with projections to allow them to take quick, corrective action as needed.

KCS monitors employee knowledge and skills by recording and analysing the interactions between agents and customers, and providing tailored coaching for the agents. PerformanceEdge® workforce management interoperates with the company's recording and training software to ensure that agent coaching sessions are effective and scheduled at the right time. Additionally, KCS is empowering the agents with PerformanceEdge capabilities by automating the process of approving holiday vacation schedule requests for agents.

## Results

KCS is seeing immediate results after implementing PerformanceEdge workforce management.

The advanced forecasting and scheduling functions within Aspect Workforce Management provides team leaders with detailed insight into necessary and available staffing levels. Sickness reports are also available. Some of the forecasting reports are delivered by KSC's parent company, Achmea, and are easy to import into Aspect Workforce Management.

KCS notes that the Aspect Workforce Management forecasting is so accurate that there are almost no discrepancies between the forecast and reality, making the tool extremely reliable. This helps KCS make better policy decisions.

The Aspect Workforce Management multiskill functions allow KCS to fine-tune its forecasting and management. Agent performance can be tracked closely and improved where necessary through tailored training and coaching.

KCS is now fully equipped to allocate manpower and activities across the various skills, Achmea brands and projects.

"Each member of our contact centre staff is fully aware of his or her responsibilities within the full chain. Aspect Workforce Management allows us to keep a grip on optimum staffing levels at all times."

**Jeroen Hoppezak**  
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## About Aspect

Aspect is a global software and IT services firm specialising in applying Microsoft unified communications and collaboration to help customers achieve optimal results through enhanced business processes across the enterprise and in the contact centre. Aspect provides IT consulting, integration services and business applications. For more information, visit [www.aspect.com](http://www.aspect.com).

