

eWorldES

Fast-growing IT consulting company in the public and private sector



The Organization

eWorld Enterprise Solutions, Inc. (eWorldES) provides IT consulting services for mid- and large-sized organizations in Hawaii's public and private sector. eWorldES implements systems that solve complex business problems by encouraging innovation and solutions-based strategies that resolve business problems today, while paving the road for tomorrow.

Motivation for Change

eWorldES' client, the Department of Human Services (DHS), Benefit, Employment and Support Services Division (BESSD) had been using an older Interactive Voice Response (IVR) application since 1999 to help administer financial assistance, supplemental nutrition assistance, employment support, child care subsidy, and child care licensing programs to qualifying applicants. The BESSD implemented the IVR system initially to provide general program eligibility requirements, case and client specific benefit information, and to generate call volume statistical data. On average, the IVR system handles 15,000 calls per month. As both the hardware and software were not being supported by the original equipment manufacturers and software vendors, the IVR application was at great risk for system failure. If the system went down, BESSD would be unable to repair it. As a result, applicants and clients would need to contact the eligibility staff to acquire their eligibility and benefit information. This would cause an overwhelming burden for BESSD offices statewide.



The BESSD needed a reliable vendor that could provide 24x7x365 support. eWorldES and the BESSD quickly ruled out building an in-house solution as too expensive and time-consuming for their resources.

Desired Solution

The BESSD required a reliable IVR solution with speech recognition features and an easy-to-use development platform with on-demand support. The Hawaii BESSD contracted eWorldES to deploy an easy IVR solution with minimal capital investment.

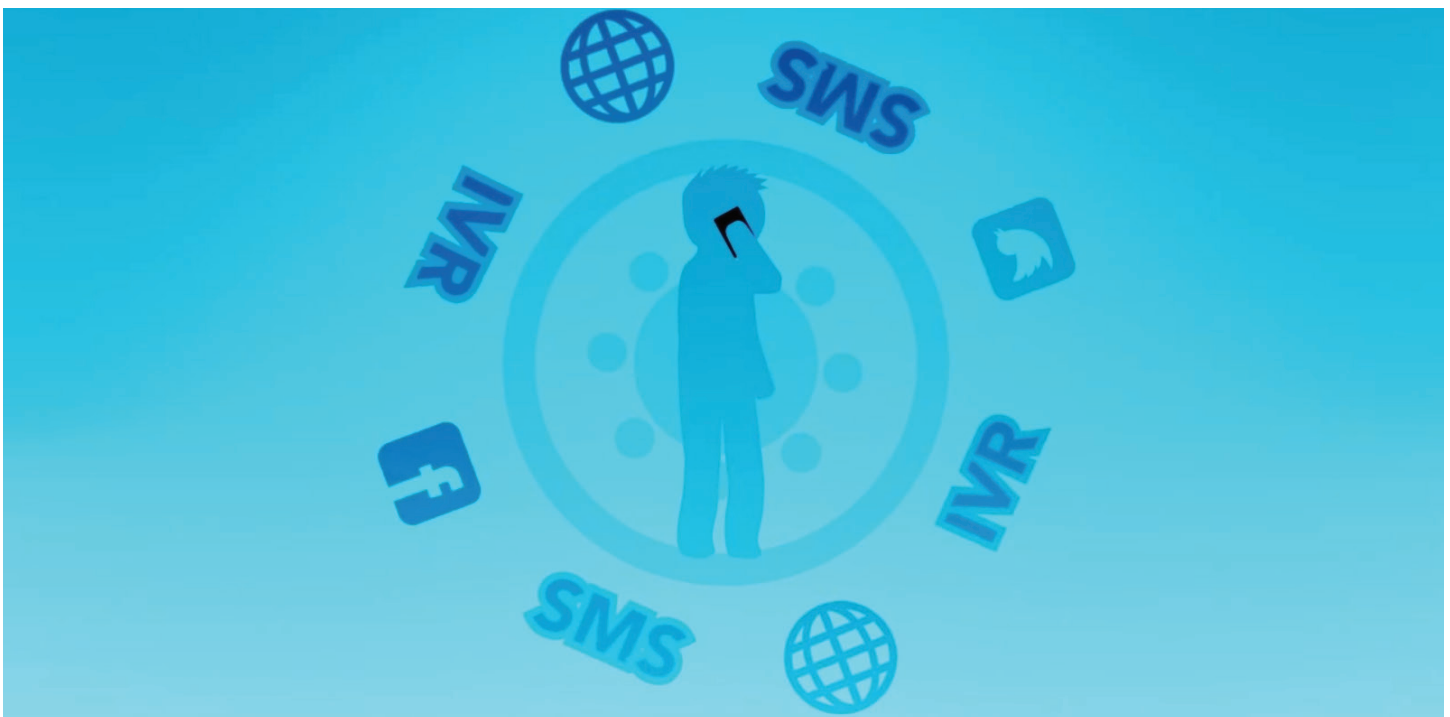
“We’ve had a long relationship with the Department of Human Services. We appreciate their support of the community and we understand how important the IVR system is to helping Hawaii residents get access to their benefits. This is why we selected the robust platform of Aspect’s CXP Pro IVR from a company with a reputation for providing innovative self-service solutions.”

– Rex Ding, Vice President of eWorld Enterprise Solutions, Inc

Why Aspect

After researching reputable IVR providers and trialing software, eWorldES selected the Aspect IVR cloud, using its hosted Voxeo® CXP™ Pro application lifecycle platform for service development and management. eWorldES was especially pleased that its technical staff learned the Aspect solution quickly, and could expediently migrate the old IVR application to the new CXP Pro platform. CXP Pro services are hosted in the Aspect Cloud, the company’s expansive and patented global data center and telecommunications infrastructure.

eWorldES also addressed non-business hour IT concerns by adopting Aspect’s 24x7x365 support and management of the hardware and software, and Aspect’s 100% availability Service Level Agreement.



The Results

Without vendor support of the old IVR hardware and software, the risk of system failure was imminent and would have required major capital repair or replacement costs. Additionally, any hardware or software failure of the IVR system would impact clients and generate an increased staff workload. Both of these factors would have resulted in significant negative impacts and major

increases in equipment costs and day-to-day operating costs. Easy use of Aspect's Hosted CXP Pro made migration from the Hawaii BESSD's old IVR system to the new hosted IVR system seamless. eWorldES has been especially pleased with the reliability and 100% uptime of the system.



100% uptime of
IVR system

“We have confidence in the support services and in the dependability of the Aspect Cloud. Because of the features of the solution and integration with Aspect’s solutions, we know that Aspect will help us grow our capabilities to meet future requirements.”

– Rex Ding, Vice President of eWorld Enterprise Solutions, Inc

The availability of the IVR system alleviates the number of inquiry phone calls to the Hawaii BESSD staff, who are now able to provide more timely eligibility determinations and better customer services. Going forward, the BESSD envisions using the IVR system as the front line for public phone calls and to capture data to meet reporting requirements

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About Aspect

Aspect's fully-integrated solution unifies the three most important facets of modern customer engagement strategy: customer interaction management, workforce optimization, and back-office. Through a full suite of cloud, hosted and hybrid deployment options, we help the world's most demanding contact centers and back offices seamlessly align their people, processes and touch points to deliver remarkable customer experiences. For more information, visit www.aspect.com.

