

Monitronics

Recognized industry leader in alarm monitoring and security services



The Organization

Monitronics, one of the nation's largest and fastest growing companies, has been helping keep families and businesses safe since 1994. Winning many awards and monitoring over 1 million customers through its nationwide network of independent Authorized Dealers, Monitronics is recognized as an industry leader in alarm monitoring and security services throughout the United States, Canada and Puerto Rico.

Motivation for Change

Customers experience emergency alarms 24 hours a day, 7 days a week, and expect the same quality and response no matter what the circumstance or time of day/night their event occurs. Monitronics set out to provide every customer with the same positive experience, regardless of when their interaction takes place. Their prior workforce management solution no longer met the needs of the growing business and they needed a way to accurately forecast agent staffing levels to fully deliver on this promise. They were looking for a more sophisticated solution that could help them identify the material fluctuation between what they expected demand to be and what trends were actually showing. They frequently found themselves understaffed during surprise spikes in call volume or overstaffed during unexpected slowdowns. Not only did this distract management from larger business objectives as they spent time making manual adjustments to the schedule but it also made it difficult for Monitronics to manage cost effectively.

The Desired Solution

Monitronics sought a cost effective workforce management solution that could not only scale with the company as they grew, but also minimize overstaffing and understaffing periods by accurately predicting trends. It was important to Monitronics to be able to have historical tracking, real-time performance monitoring and schedule adherence. The ability to quickly react to changing conditions based on accurate information, and make staffing and resource adjustments on the fly, resulted in a more proactive service delivery culture.

Why Aspect

After extensive cost of ownership analyses, demonstrations and training sessions, Monitronics was confident that Aspect could provide the scalable, reliable and accurate workforce management solution the company was looking for.

Monitronics also valued the customer relationship philosophy Aspect maintained with their own customers, as it aligned with what Monitronics found important. They selected Aspect because of its ability to support the contact center operations throughout their extended business hours. Because Aspect's remote capabilities and local field

engineers can quickly drive timely resolution across a full range of system issues, Monitronics is able to focus on their business priorities with confidence that the Aspect support team will keep their system running at peak performance.

The Results

The Aspect® Workforce Management™ solution helped Monitronics to better identify gaps in service and trouble spots in service delivery throughout any given day at any given hour. This is important because it allows Monitronics to literally measure, calculate, and forecast trending service level needs, by interval. With that, they endeavor to staff centers appropriately to meet that expected demand at any time of day or day of the week. Because the Aspect solution has given them the opportunity to focus their efforts on service level consistency, they can truly treat every call received with the same level of importance.

In Monitronics' recurring services model, reducing customer attrition is one of their biggest levers in driving shareholder value. With the changing demands of 1 million customers, "Monitronics needed a workforce management solution that could scale as the company continues to grow year-over-year. The efficiency benefits of Aspect Workforce Management have allowed us to focus our time on delivering exceptional customer experiences, high levels of employee satisfaction and cost control," explained Torrie Marshall, Manager of Workforce Management at Monitronics. "For example, our Alarm Response Center monitors thousands of potential life-safety and property loss events every day. Our response to an alarm from a customer's perspective should not be dependent on what time of day it is. The same is true in all of our other contact centers. We are now better positioned to reach our service delivery goals by utilizing the Aspect solution, which provides us with insights into actionable trends associated not only with agent availability but also other call type insights we did not have visibility to before."

Monitronics has been especially pleased with the advanced reporting capabilities from Workforce Management. Before Aspect, they did not have visibility into intraday performance and agent adherence tracking to make real-time corrective changes. Emergency Dispatch Operators and Care representatives are now handling calls quickly and efficiently while concurrently showing a recognizable level of empathy towards the situation at hand. Monitronics customers take comfort in knowing they are talking to experts that can not only help them feel safe, but also take the time to care about why they are on the phone. This leads to Monitronics achieving their ultimate goal of saving lives and property while retaining a loyal customer base.

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About Aspect

Aspect is on a mission to simplify and improve customer engagement. Our enterprise software is used by millions of agents every year and supports billions of consumer interactions around the world. Our best-of-breed contact center and workforce optimization applications help companies keep agents engaged while providing exceptional customer service experiences. Our flexible, highly scalable solutions for self-service and live interaction management and workforce optimization are available on-premises or in any hosted, private or public cloud environment. For more information, visit www.aspect.com. Follow Aspect on Twitter at [@AspectSoftware](https://twitter.com/AspectSoftware). Read our blogs at <http://blogs.aspect.com>.

