

# Savvy



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## The Organization

Through determination and hard work, **Savvy** has gathered a team of experts and made valuable connections to financiers, banks and lenders to bring Australians the best automotive and home finance and insurance solutions from all over the market. The company strives to be a single-source solution for a range of products like vehicle location, home, car and bike loans, credit cards, marine and much more. Savvy's network of financial professionals helps customers navigate finance and insurance while promising unparalleled silver service, striving for 100% satisfaction, guaranteed.

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## Motivation for Change

Savvy is focused on serving customers with the very latest technology to constantly improve the speed and accuracy of their service and offer the very best product features and pricing to their customers. The company knows their customers value their time and want their products as soon as possible. With speed playing such a big factor in why customers choose Savvy, the company knew that they had to have the right tools and processes in place to enable their consultants to be as efficient as possible and meet the demands of both current and potential customers.

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## Desired Solution

Savvy needed a cloud-based, all-in-one customer engagement solution that could intelligently automate interactions while also creating smarter customer service experiences for their customers. They were also looking to enable consultants to be more productive in their outreach, in addition to increasing the number of interactions each agent handles.

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## Why Aspect

**Aspect Via**<sup>®</sup> offered Savvy with the versatility and flexibility of the cloud, providing the company with the ability to manage their interactions with customers more effectively, while also optimizing agent productivity. Aspect Via, a cloud-based contact center software, supplies Savvy with a complete set of customer service capabilities that will give the organization the ability to easily add features and functionality as they continue to grow.

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## The Results

Savvy was able to move from a very manual environment to a sophisticated cloud-based solution that enhanced their overall business. Prior to implementing Aspect Via®, Savvy lacked visibility into the consultant processes and interactions. Today Savvy has the peace of mind that each customer lead that comes into the organization is being contacted the desired amount of time, while helping the sales teams meet their objectives.

Aspect Via enables the consultants to be more efficient and have more quality interactions with the customers. Utilizing features like scheduled callbacks allows customers to request when they would like to be contacted so that consultants don't have to waste time attempting to reach a customer when they are unavailable. Ultimately, through automation and callbacks, consultants save a couple of hours per day that they now spend planning interactions and having more meaningful conversations. Since implementation, consultants have increased productivity by 30% with the average number of deals they close per month increasing over 30%.

***“We had no visibility into the process or interactions that our employees were having. Aspect revolutionized that. We have a peace of mind that everyone who comes into the organization is being contacted an adequate amount of times to increase our bottom line.”***

**– Bill Tsouvalas, Founder and CEO, Savvy**

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### About Aspect

Aspect helps enterprises break down the walls between people, processes, systems and data sources, allowing organizations to unite around the customer journey. By developing fully native [interaction management](#), [workforce optimization](#) and [self-service](#) capabilities within a single customer engagement center, we enable dynamic, conversational interactions and create a truly frictionless omni-channel customer experience. Leveraging the agility of our worldwide cloud infrastructure and over 40 years of industry ingenuity, Aspect conveniently and easily connects questions to answers while helping enterprises keep service levels high and operational costs contained. For more information, visit [www.aspect.com](http://www.aspect.com).

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