

Product

- Aspect® Workforce Management

Results

- Improved forecast accuracy to 90 percent
- Increased scheduling accuracy to an average of 88 percent
- Enhanced daily agent efficiency

Transcom

Transcom addresses planning, forecasting and scheduling challenges for 20,000 agents and back-office employees with Aspect® Workforce Management



“With Aspect Workforce Management, we now have the same approach for forecasting and scheduling in any site in any country and for any client. Aspect has kept its promise that we would be able to do more with fewer people. The platform truly proved to be a first-class business solution for Transcom.”

Michael Tobias,
Business Support Manager
Transcom

The Company

Transcom is a European market leader in outsourced customer contact with 20,000 employees in 73 service centers in 29 countries. The company delivers customer care, sales, telemarketing, database management, email handling, technical support, invoice handling, reminder services and early-stage collections, as well as debt monitoring in more than 30 languages. Transcom holds customer expertise in a wide range of industry sectors including telecom, finance, travel and leisure, utilities and retail.

The Business Challenge

Transcom’s mission is to be the best global outsourcer by offering industry-leading contact center services to its clients. With thousands of employees in dozens of contact centers around the world, Transcom needed to ensure that all services and processes were consistent with a high level of quality across the entire company.

The company realized it needed an advanced workforce management solution to efficiently schedule its extremely large pool of agents and supporting back-office employees. Transcom also wanted to ensure that back-office employees outside the contact center would be scheduled at the right times to support the agents. Additionally, Transcom needed a way to reduce labor costs while ensuring the right amount of agents were on staff, so the company required a solution with accurate forecasting abilities. Most importantly, the company needed a solution that could manage the challenge of a contact center environment handling more than 20 languages, as well as the government labor regulations of almost 30 separate nations around the world.

The Solution

After a detailed evaluation of the three solutions on the market that could address the large scale of the project and help manage 20,000 agents and professionals, Transcom selected Aspect Workforce Management. This complete workforce management solution helps optimize all facets of a contact center’s staffing resources and performance. Its core functionality accurately forecasts contact data, creates efficient agent schedules and tracks staffing performance for single, multiskilled, multichannel and multisite contact centers. In addition to its core forecasting, scheduling and tracking capabilities, Aspect Workforce Management also offers a set of fully integrated enhancement packages that help improve agent adherence and productivity, empower agents to manage their own schedules, fine-tune performance and simplify the management of multisite and outsourced workforces.



Transcom implemented Aspect® Workforce Management for its scalability and inbound, outbound and multichannel contact flows. Its ability to generate optimized agent schedules based on employee preferences, shift templates and work and equity rules relative to specific government labor regulations was also a factor.

The Results

With Aspect Workforce Management, Transcom is succeeding in standardizing and synchronizing its workforce management on an enterprise level. Transcom is able to do more business with less effort. The use of Aspect Workforce Management is a strong advantage in new business pitches because the solution demonstrates the company's commitment to controlling labor costs and managing customer-facing business processes, and it builds trust with prospects about the quality of the operations.

Transcom is seeing a number of benefits in forecasting, staffing and intraday performance due to the ability of Aspect Workforce Management to help the company make better business decisions. With the new solution, Transcom can simulate and accurately forecast the required staff in the contact center and in the back-office support environment. Forecast accuracy is now at 90 percent and scheduling accuracy is at about 88 percent.

With this high level of forecasting and scheduling accuracy, understaffing and overstaffing are down dramatically. In addition, Transcom is better positioned to allocate workforce and activities across different skills, customers and sites. The solution is improving the company's ability to calculate pricing for its customers based on the forecasting information determined by the system, giving the company a genuine competitive edge. Another advantage is the solution's reliability with 99.99 percent uptime.

"Back-office tasks are 25 percent of our business. With Aspect Workforce Management, we are able to calculate exact requirements to follow the intraday call distribution and cover typical peaks in adherence to our clients' service levels. We are also able to increase efficiency by automatically scheduling employees to handle back-office tasks or any other type of work with higher service levels during times of the day with lower call volumes."

–Felicitas Meissner
Resource Planning Expert
Transcom Central Region

Transcom operates a monthly planning cycle based on the eSchedule Planner capability from Aspect Workforce Management, which empowers agents to plan their schedules further into the future. Since this is an automated process, it frees up contact center managers from spending time organizing and changing agent schedules.

Transcom now has a close partnership with Aspect and continues to reap the benefits of Aspect Workforce Management. The solution is helping the company overcome many challenges related to cultural and legislative differences among the different countries it serves, and is enabling Transcom to build its reputation as a worldwide leader in outsourced customer care.

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About Aspect

Aspect is the only software company with a fully-integrated interaction and workforce optimization platform for enterprise contact centers globally that need to profitably (and seamlessly) orchestrate people, processes and touch points in an era when the contact center is the new center of the customer experience. For more information, visit www.aspect.com.

