

TAKING CUSTOMER SERVICE TO THE NEXT LEVEL WITH OPERATIONAL EXCELLENCE

HCL STREAMLINES PROCESSES
AND ESCALATION MANAGEMENT
BY IMPLEMENTING A QUALITY
FRAMEWORK



THE CUSTOMER

A British-owned education publishing and assessment service to schools and corporations, as well as directly to students with operations in more than 70 countries. HCL has been engaged with the customer for more than 12 years. Currently, 200 resources across four global delivery centers work with the customer

BUSINESS CHALLENGES

- Disjointed operations across delivery locations
- Visibility challenges across metrics
- Volume and quality issues for deliveries
- Local processes

HCL SOLUTION

HCL provides integral and comprehensive support to the customer including:

- Streamlined operations
- Insights on internal escalation data
- Data consolidation to provide a single global view for all operation metrics.
- Implementation of Six Sigma, and COPC across sites
- Process management: Shift from management to SLA-driven processes within the **first six months** of engagement **customer support metrics:**
 - Voice, email and chat support
 - Support on registration, scheduling, re-scheduling, and cancellation of appointments.
 - **3000 web-based** registrations per month

- Multi-regional support in **US, EMEA, APAC**, and India.
- **Multi-lingual support** – English, Mandarin, Korean, and Japanese
- Supported 156+ lines of business for the client

BUSINESS BENEFITS

The HCL team provided operational excellence in handling **100,000 transactions a month**:

- Improved **time to resolution** as a direct result of analysis from dashboard data
- **Escalation Management**: call volume reduced drastically
- **30% improvement** in CSAT

Please write to contact.bserv@hcl.com to know more



www.hcltech.com

Hello there! I am an Ideapreneur. I believe that sustainable business outcomes are driven by relationships nurtured through values like trust, transparency and flexibility. I respect the contract, but believe in going beyond through collaboration, applied innovation and new generation partnership models that put your interest above everything else. Right now 110,000 Ideapreneurs are in a Relationship Beyond the Contract™ with 500 customers in 31 countries. **How can I help you?**

Relationship™
BEYOND THE CONTRACT

HCL