

Contact Center Technology Roadmap

▲ Our Client and the Project Situation

- Multi-site health insurance provider
- Challenges with in-house technology and managed services vendor negatively impacted operations, costs, and IT resources

▲ Strategic Contact Project Work

- Developed a detailed plan to improve technology utilization; provided high-level financial analysis to assess costs and benefits
- Identified ways to optimize support roles and processes to achieve full business value from technology
- Developed a concrete timeline to institute process improvements and meet technology requirements

▲ Strategic Contact's Value

- Provided an independent perspective to address the center's and IT's opportunities and challenges that included solution, vendor, and sourcing considerations as well as internal roles and responsibilities

Strategic Contact bridged the gap between the contact center and IT to develop a mutually beneficial technology plan within budgetary constraints