



Case Study

Government

Government Program Solution Beats Deadline



9197 South Peoria Street
Englewood, Colorado 80112 5833

303 397 8100 or +1 800 TeleTech

www.teletech.com
Nasdaq:TTEC

Business Challenge

As a result of new government regulations, a large New Zealand government department, that issues and regulates all driver licenses and motor vehicle registrations, required a business partner to help it manage customer inquiries and order processing.

The key motivator behind the client's decision to outsource was the government requirement that the entire New Zealand population upgrade to a new photo driver license within one year.

Recognizing that they were not equipped to respond to this change in such a short time frame, the client partnered with TeleTech to develop a complete solution. Critical to the program's success was the ability to deliver the solution on time and within a fixed budget, while ensuring that customer perceptions, expectations, and concerns were managed in a positive and professional manner.

TeleTech Solution

TeleTech built a dedicated customer management center (CMC) in Auckland that was customized to the needs of the client. Nearly 60 customer service representatives (CSRs) were recruited and trained to service the client's diverse customer base. Given the requirement for CSRs to access high security government systems, a rigorous recruitment process was followed that included background checks.

A user-friendly and very efficient CRM system was developed in-house to meet the client's requirements. This system is used to capture all customer details and provide a range of reporting functions that allow for crucial data analytics to be supplied to our client.

02 Government Program Solution Beats Deadline



TeleTech®

Performance

Launching the program on time and within budget ensured that the department was able to:

- Meet unanticipated higher call volumes
- Provide the New Zealand public with an easily accessible, specialized customer support service
- Achieve the overall program objective: as initially planned, the upgraded driver licensing process for the entire country was finalized within one year

An ongoing measure of success has been the ability of TeleTech to ramp-up resources in very short notice to respond to further changes in law. Over the year, TeleTech has increased staff numbers by up to 50% to deal with forecast work volume increases.

TeleTech has also been instrumental in increasing first call resolution, thereby enhancing customer satisfaction. This has been monitored and confirmed by the reduction in escalated calls to the client's level 2 support center. First call resolution rates have reached 88%, with 44% self-service resolution.

This has been achieved by proactively working with the client to identify opportunities to increase CSR skill-levels, and to look for opportunities to improve and automate processes and procedures using online technologies. TeleTech now handles more complex calls than the original scope of work with ongoing success. Additionally, TeleTech has achieved 99% quality conformance on the program.

The client recently renewed its contract on the strength of TeleTech's sustained ability to deliver exceptional, cost-effective customer management solutions.

North America

Latin America

Europe

Asia-Pacific

