

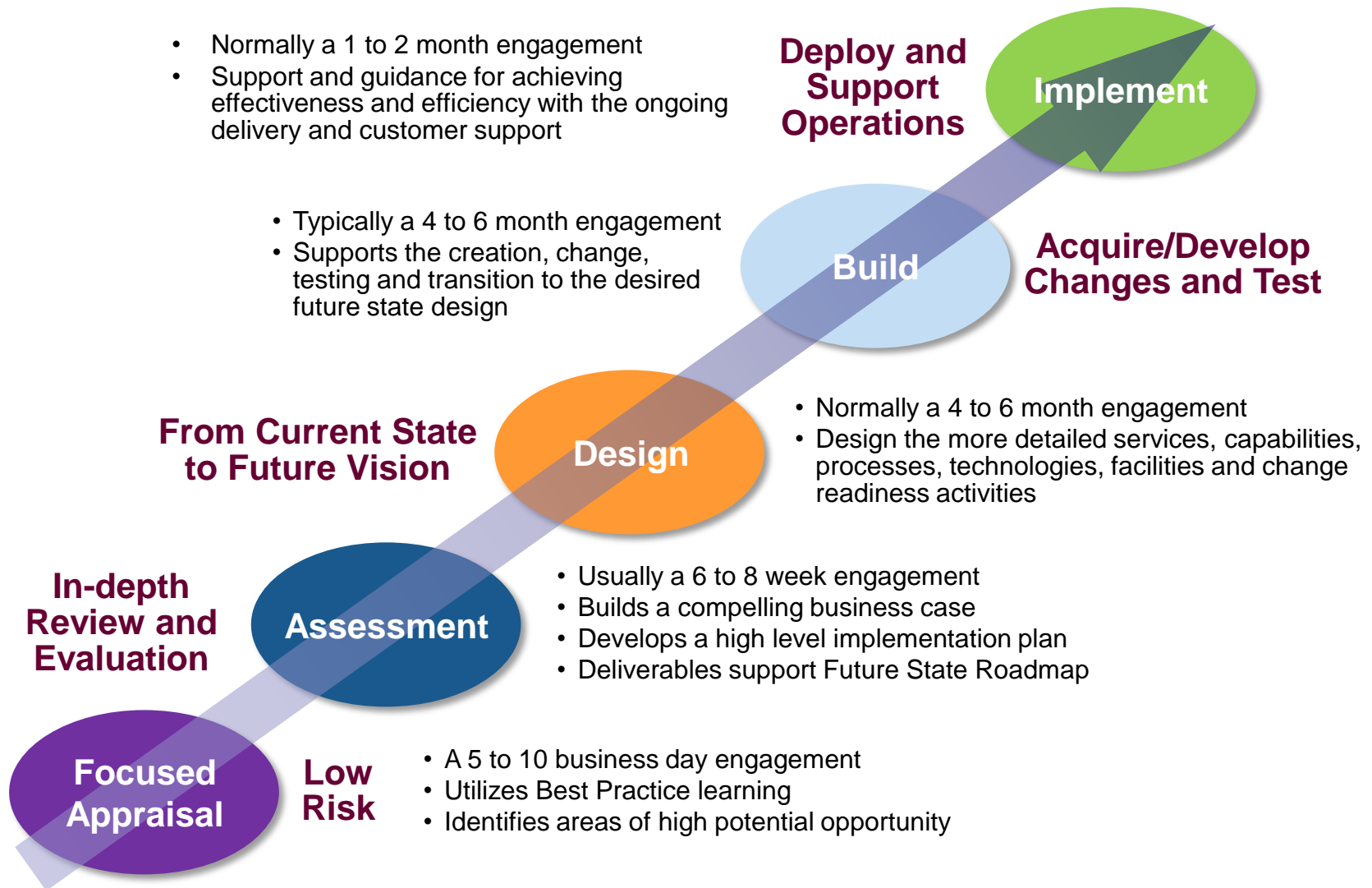
# LCI's Integrated Approach to High Performance Centers



# A High Performance Center – What is it?

- A High Performance Center is an operationally excellent customer service center based on best practices and architected for management and support consistency with full command and control capabilities over all center operations with standard reporting and management metrics.
- A High Performance Center uses effective implementation of contact channels, customer data, service technologies and processes to improve service and make the most of the customer service experience.

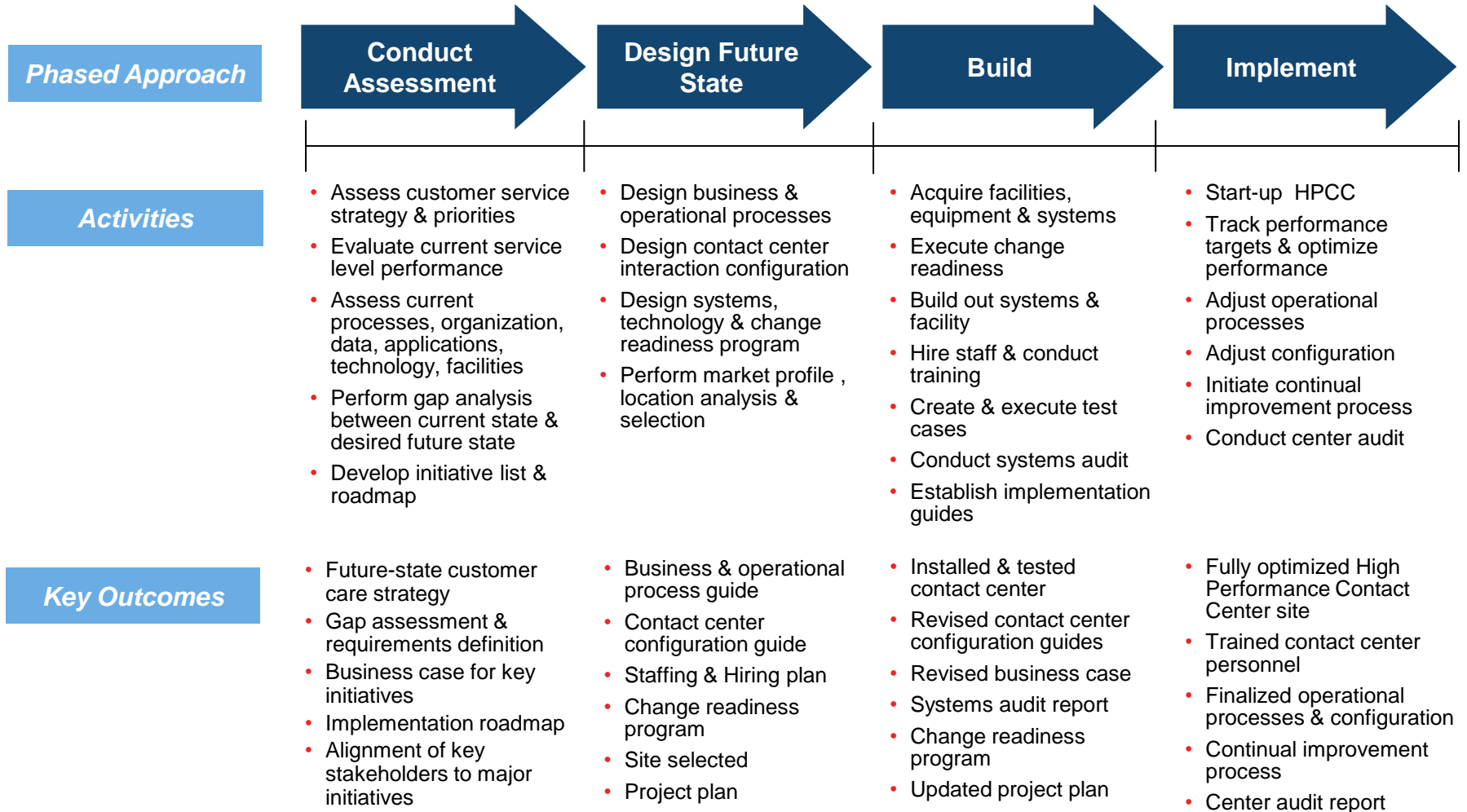
# LCI's Integrated Approach Delivers Results in Each Phase



Each phase of our Integrate Approach builds off the prior phase to insure consistent flow of information, knowledge and results.

# LCI's Proven Integrated Approach Builds From Prior Phase

## LCI's High Performance Solutions



# LCI's commitment to Clients

- We will work with our Clients across the entire transition process to rapidly plan and implement a new customer-centric operating model that will yield savings in headcount, equipment, facilities or future investments in new capabilities and technology while delivering higher levels of service.
- Our end-to-end High Performance Center Solutions provides clients with a plan and guidance for realizing significant cost reduction while delivering higher levels of services.
- LCI's Integrated Approach insures that our clients see results through each phase of the engagement.

**LCI's High Performance Solutions include a wide range of services to assist clients improve the productivity of their customer service organizations.**

<b>High Performance Center Solution Services</b>			
<b>Strategy</b>	<b>Process Improvement</b>	<b>Organizational Alignment &amp; Change</b>	<b>Technology Implementation</b>
<b>Vision, Strategy &amp; Steering</b>	<b>Process Design</b>	<b>Staffing Analysis</b>	<b>Technology ACD/IVR/Speech</b>
<b>Assessments and Diagnostics</b>	<b>Process Benchmarking</b>	<b>Training (Managers, Supervisors, Agents, Support)</b>	<b>CRM/Desktop</b>
<b>Business Case &amp; ROI Modeling</b>	<b>Process Outsourcing</b>	<b>Organizational Change Management</b>	<b>Workforce Optimization</b>
<b>Implementation Roadmap</b>	<b>Process Analysis &amp; Metrics</b>	<b>Site Selection</b>	<b>Computer Telephony Integration (CTI)</b>
	<b>ITIL Practices</b>	<b>Facilities Redesign</b>	<b>Web Portal and Mobile Apps</b>
	<b>Self-Service</b>	<b>Performance Management</b>	<b>Social Media</b>
	<b>Pro-active Service Management</b>		<b>Web Self-service and Chat</b>
	<b>Call/Contact Avoidance</b>		<b>Knowledge Management</b>

