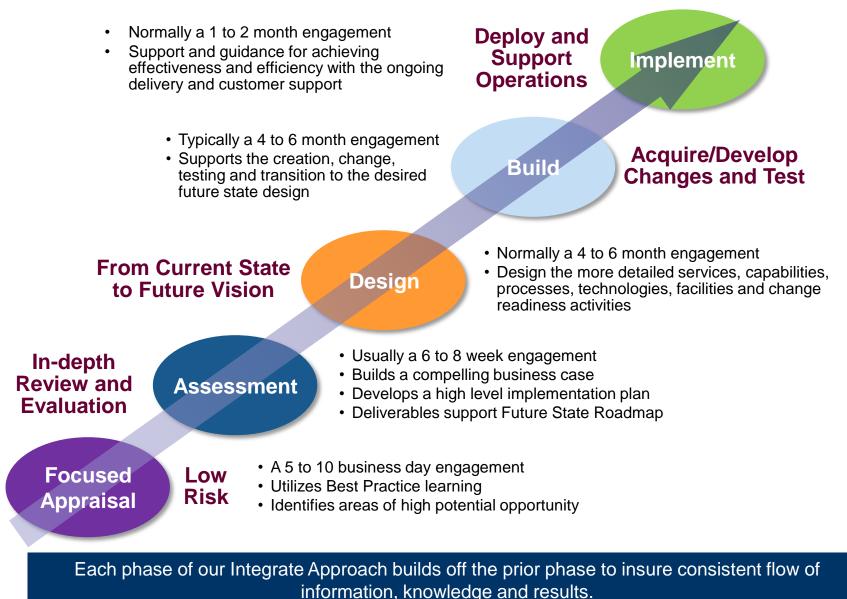


# LCI's Integrated Approach to High Performance Centers

## 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



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### LCI's Proven Integrated Approach Builds From Prior Phase

#### LCI's High Performance Solutions

Phased Approach	Conduct Assessment	Design Future State	Build	Implement
<b>Activities</b>	<ul> <li>Assess customer service strategy &amp; priorities</li> <li>Evaluate current service level performance</li> <li>Assess current processes, organization, data, applications, technology, facilities</li> <li>Perform gap analysis between current state &amp; desired future state</li> <li>Develop initiative list &amp; roadmap</li> </ul>	<ul> <li>Design business &amp; operational processes</li> <li>Design contact center interaction configuration</li> <li>Design systems, technology &amp; change readiness program</li> <li>Perform market profile , location analysis &amp; selection</li> </ul>	<ul> <li>Acquire facilities, equipment &amp; systems</li> <li>Execute change readiness</li> <li>Build out systems &amp; facility</li> <li>Hire staff &amp; conduct training</li> <li>Create &amp; execute test cases</li> <li>Conduct systems audit</li> <li>Establish implementation guides</li> </ul>	<ul> <li>Start-up HPCC</li> <li>Track performance targets &amp; optimize performance</li> <li>Adjust operational processes</li> <li>Adjust configuration</li> <li>Initiate continual improvement process</li> <li>Conduct center audit</li> </ul>
Key Outcomes	<ul> <li>Future-state customer care strategy</li> <li>Gap assessment &amp; requirements definition</li> <li>Business case for key initiatives</li> <li>Implementation roadmap</li> <li>Alignment of key stakeholders to major initiatives</li> </ul>	<ul> <li>Business &amp; operational process guide</li> <li>Contact center configuration guide</li> <li>Staffing &amp; Hiring plan</li> <li>Change readiness program</li> <li>Site selected</li> <li>Project plan</li> </ul>	<ul> <li>Installed &amp; tested contact center</li> <li>Revised contact center configuration guides</li> <li>Revised business case</li> <li>Systems audit report</li> <li>Change readiness program</li> <li>Updated project plan</li> </ul>	<ul> <li>Fully optimized High Performance Contact Center site</li> <li>Trained contact center personnel</li> <li>Finalized operational processes &amp; configurati</li> <li>Continual improvement process</li> <li>Center audit report</li> <li>3/18/2013 LCI –IA</li> </ul>

### **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.

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

