

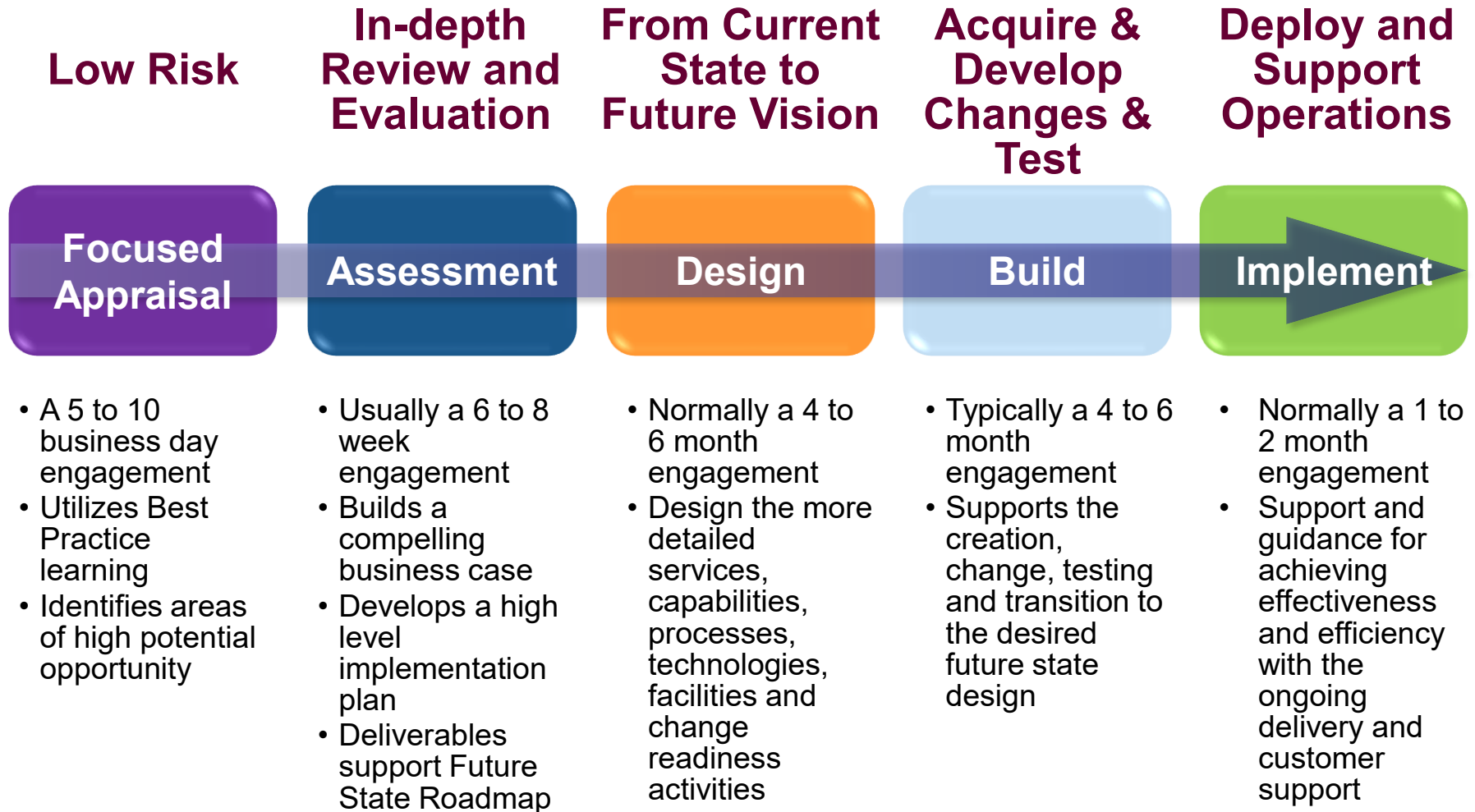
LCI's Integrated Approach to High Performance Centers



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.

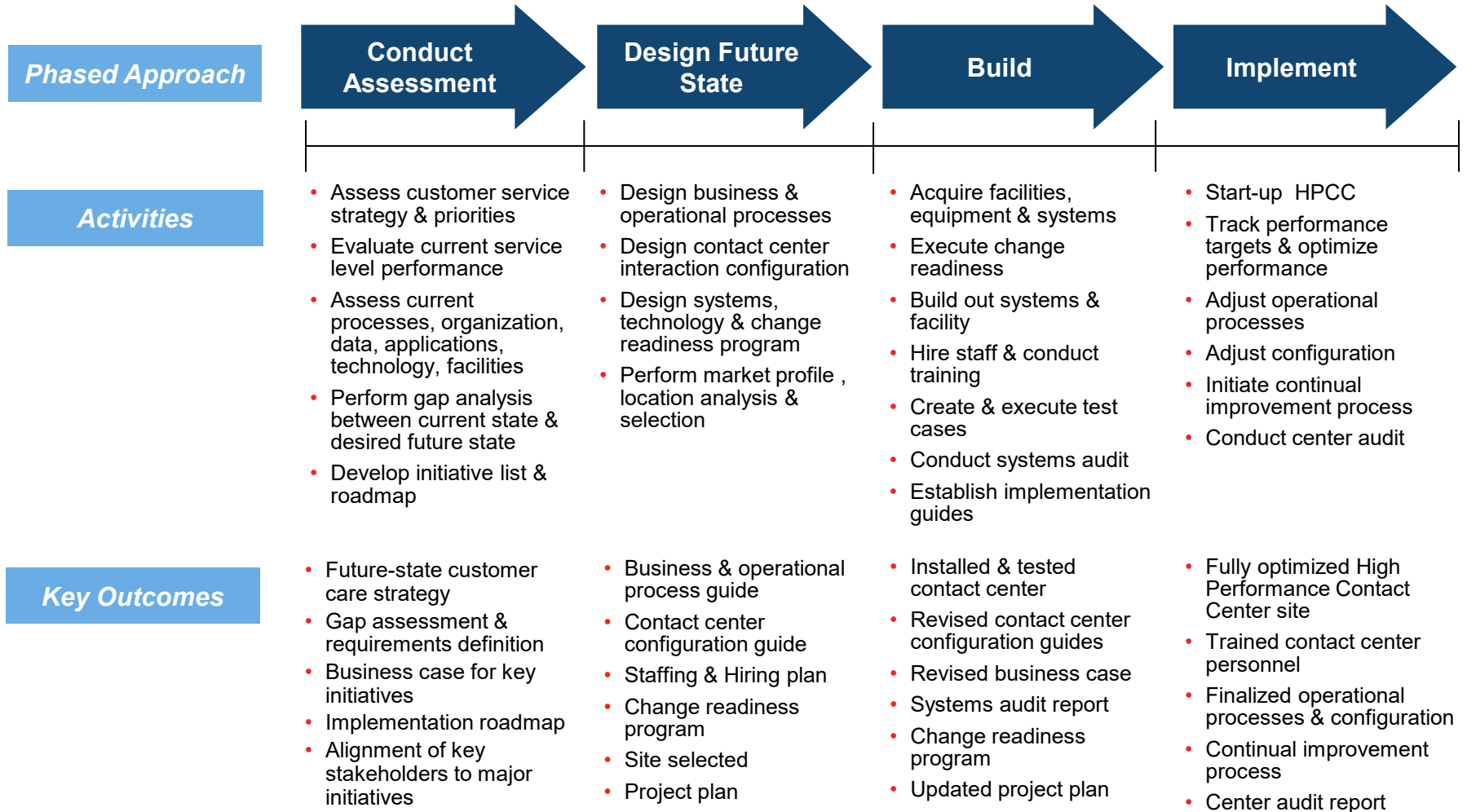
LCI's Integrated Approach Delivers Results in Each Phase



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.

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

