



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

Low Risk

In-depth Review and Evaluation

From Current State to Future Vision

Acquire & Develop Changes & Test

Deploy and Support Operations

Focused Appraisal

Assessment

Design

Build

Implement

- A 5 to 10 business day engagement
- Utilizes Best Practice learning
- Identifies areas of high potential opportunity

- Usually a 6 to 8 week
- Builds a compelling business case

engagement

- Develops a high level implementation plan
- Deliverables support Future State Roadmap

- Normally a 4 to 6 month engagement
- Design the more detailed services, capabilities, processes, technologies, facilities and change readiness activities
- Typically a 4 to 6 month engagement
- Supports the creation, change, testing and transition to the desired future state design
- Normally a 1 to 2 month engagement
- Support and guidance for achieving effectiveness and efficiency with the ongoing delivery and customer support

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

Conduct **Design Future Implement** Build Phased Approach **Assessment** State Design business & Assess customer service Acquire facilities, Start-up HPCC **Activities** strategy & priorities operational processes equipment & systems Track performance targets & optimize Evaluate current service Design contact center Execute change interaction configuration readiness performance level performance

- Assess current processes, organization, data, applications, technology, facilities
- Perform gap analysis between current state & desired future state
- Develop initiative list & roadmap
- Design systems, technology & change readiness program
- Perform market profile , location analysis & selection
- Build out systems & facility
- Hire staff & conduct training
- Create & execute test cases
- Conduct systems audit
- Establish implementation guides

- Adjust operational processes
- · Adjust configuration
- Initiate continual improvement process
- Conduct center audit

Key Outcomes

- Future-state customer care strategy
- Gap assessment & requirements definition
- Business case for key initiatives
- · Implementation roadmap
- Alignment of key stakeholders to major initiatives

- Business & operational process guide
- Contact center configuration guide
- Staffing & Hiring plan
- Change readiness program
- Site selected
- Project plan

- Installed & tested contact center
- Revised contact center configuration guides
- Revised business case
- Systems audit report
- Change readiness program
- Updated project plan

- Fully optimized High Performance Contact Center site
- Trained contact center personnel
- Finalized operational processes & configuration
- Continual improvement process
- Center audit report

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

