Case Study

Livexchange - HR & Benefits Administration Business Partner

Customer Experience Management Channels:

- Inbound Benefits Administration Service Programs

- Inbound Customer Care Information Services

Background:

A market-leading b2b Human resource & Benefits administrative services provider in North America, has partnered with Livexchange over the past year in providing remote agent solutions to support a variety of their client needs.

The Business Challenge

Pandemic Demands

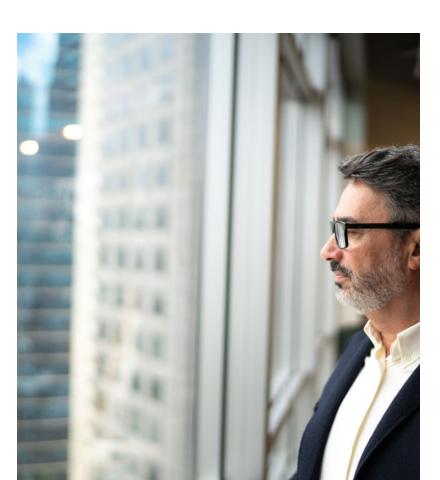### Rapid increase in call volume & need for rapid Call Center Staffing Capacity ramps:

- Open Enrollment seasonality spikes

- Demands for short term staffing needs

- Flex staffing quickly to match peak volume demands

- Eliminate reliance on traditional staffing agencies to fulfil seasonality staffing demands

Pre-Pandemic

Rapid decrease in house call center staffing capacity:

- Experiencing winter labour shortages from increased call center absenteeism & attrition

- Inability to flex staffing quickly to match peak volume demands, resulting in unplanned service level hits

- High Attrition that leads to frequent hiring cycles

Outcomes

- Increased in call center staffing capacity by 40% in 4-8 weeks

- Average 150 agent ramp in Peak Open Enrollment demand

- Flexibility and control on short term contract types such as Open Enrollment

- Access to untapped Bilingual staffing capacity

- Cost effective recruitment & Seamless Work@Home setup (turn key LiveX Platform vs reliance on regular staffing agencies during a global pandemic)

KPI's

40% Additional Staffing capacity to meet and exceed SLA KPIs with the LiveX contractor (external) model.

Contractual minimum requirements (weekly hours including peak hours).

LIVEXCHANGE

Why the Livexchange Platform?

1 **Ability to integrate**
Turnkey staffing as part of overall strategy for call center needs

2 **Access to highly skilled & quality talent**
Handle Multi-Client Benefits Administration Programs

3 **Ability to rapidly expand**
Expand client's remote agent model

4 **Opportunity to run efficient operations**
Efficiency on short term contracts

5 **Offset internal agent absenteeism**
Solutions to unexpected pandemic related medical leaves

6 **Ability to quickly integrate**
Integration of client systems & processes despite restrictions in local call center job

7 **Reporting Portal**
Providing analytics for KPIs & trends

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