

Contact Center CATScan™

Your customer contact center is the heart of your entire customer relationship strategy. It represents a huge investment in people, technology, and capital. Managing it to perform at increasingly higher levels within increasingly tight budget requirements requires a continuous effort to improve and refine all aspects of the organization.

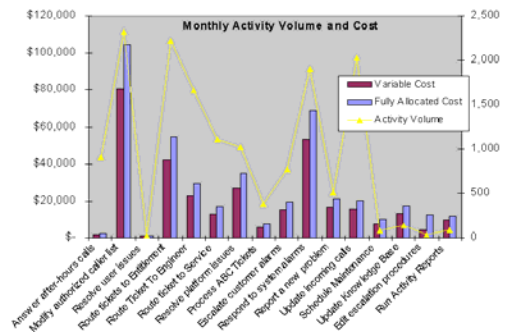
CATScan provides a comprehensive economic model of your customer facing operations with insightful analysis on how current activity is aligned with key corporate objectives and business drivers. CATScan helps you quickly identify productivity hot spots and qualitative improvement opportunities. With the CATScan, it's not uncommon to find immediate savings of 15-20% and more, and to identify longer term opportunities for dramatic saving and performance improvements. Once changes are implemented, the actual impact of your effort and investment is identified to provide quantifiable ROI.

CATScan locates costs and savings opportunities with pinpoint precision. It quantifies the real impact of changes you're planning and changes you make. A complete model showing the actual impact of making changes (including the cost of doing nothing) can be generated in days rather than months.

The Contact Center CATScan:

- Identifies exact costs and savings opportunities by analyzing operations and processes at the task level
- Aligns contact center activity with business objectives and business drivers
- Evaluates the cost/benefit impact of investment options, including: new systems, expanded integration, increased staffing, outsourcing and more.
- Establishes baselines for measuring performance improvements and delivers a powerful management tool, enabling what-if scenarios and ongoing performance analysis against key business drivers
- Delivers the deep insight of experienced executive consultants
- Is a cost-effective way to evaluate vendor performance
- Eliminates guessing as to the impact of time, effort and capital invested

Volume and Cost, by Activity



CATScan is the only service that applies the principles of Total Performance Management to identify exactly where operational costs are too high, exactly where and how to improve performance, and exactly what your ROI is when you finish. CATScan has helped companies like the San Francisco Chronicle create more than \$6,000,000 in capitalized savings. Have you ever wondered if the time and money spent to improve your contact center really made a difference? With CATScan you can prove ROI right down to the last dollar!

You'll never have to guess again ... *now you know!*