

Diagnostic Vendor Management

Why Use Our Service?

We provide the right combination of technology, techniques and talent to unlock the performance potential of your outsourcers.

Unlock The Potential of Your Outsourcer!!

Contact Center Outsourcers can be challenging to evaluate, manage and control. Now you can accurately track, analyze and achieve dramatically higher results from your outsourcers through our comprehensive diagnostic vendor management service. We provide the right combination of techniques, technology, and talent to unlock potential and assure that your vendors perform as contracted or better.

Our service will allow you to:

- Reduce outsourcing costs by 10-30%
- Maximize the productivity and effectiveness of your outsourced programs
- Increase customer satisfaction by 5-10%
- Assure consistency across all of your outsourced vendors
- Focus on managing results instead of managing staff
- Reap the benefit of unique analytical vendor management tools
- Enhance the ROI from your outsourced programs
- Minimize your internal vendor management staff
- Access objective data for vendor selection/project placement
- Focus on your business' core competency
- Support your Six Sigma implementation

This persistent process improvement service includes certification, assessment and management of your outsourced vendors:

- **CERTIFICATION REQUIREMENTS DEFINITION.** Using our generic outsourcer certification standards as a foundation, we will work with your team to define the proper **Project Certification Criteria** for your outsourcers. In addition to typical service level standards, your certification criteria will include detailed process definitions, throughput/productivity goals, QA calibration standards, budget/billing specifications, workforce staffing requirements, legal compliance standards and other criteria unique to your business.
- **CERTIFICATION DIAGNOSTIC.** The Project Certification Criteria will be used to complete an in-depth analysis of the gap between your project requirements and the performance of each of your outsourced vendors. This baseline Certification Diagnostic will include a **Process Diagnostic** mapping the vendor's processes against your standards. It will include a **Performance Diagnostic** to analyze the vendor's performance using our activity-based costing and performance analysis tools to compare their invoice to their deliverables at an activity or transaction level. It can also include a **Customer Satisfaction Diagnostic** to evaluate each vendor's customer satisfaction scores using our unique technology that scores customer satisfaction at the agent level. Finally your Diagnostic can include a **Compliance Diagnostic** to evaluate how well each outsourcer meets the federal legal requirements to protect you from liability and fines. The deliverable will be a detailed Blueprint for Change which will be used to guide your outsourcers toward performance excellence.
- **MONTHLY PERFORMANCE MANAGEMENT.** We use a comprehensive set of project management, activity-based costing, process mapping and other valuable tools to keep your outsourced projects fine-tuned. On a weekly basis, our team will conduct remote monitoring, coach performance, analyze performance data and guide the implementation of each outsourcer's blueprint.
- **PERFORMANCE IMPROVEMENT INITIATIVES.** We can provide eLearning curriculum to certify the outsourcer's agents, third party monitoring to assure quality, ongoing customer satisfaction measurement, management coaching and more to assure the ongoing success of your outsourced program.

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Call today to unlock your outsourcer's potential!