

What are a few SAGES3 Success Stories?

(Strategic Consulting, Robotic Automation & Managed Contact Center Solution)

Consumer Products Company (B2C)

- ❖ Requirement = After upgrade to new Contact Center platform still required productivity enhancements to address peak season challenges
- ❖ Possessed \$0 to increase OpEx and CapEx budgets
- ❖ Minimal IT resources available for in-depth IT system changes
- ❖ Deliver to internal and Outsource resources

Technology, Service & Network Provided

- ❖ Conducted Contact Center Assessment
 - Built “**Roadmap**” to achieve **Ideal Contact Center State**
 - Identified top 5 actions for quick action results
- ❖ Constructed and managed Outsource RFP for vendor selection
- ❖ Implemented **Robotic Automation & Intelligence platform**
 - Within 90 day window for new Peak Season
 - Minimal IT resources utilized

Financial Benefits Achieved

- ❖ Robotics Automation solution achieved “Month 1 ROI” objective
- ❖ Replaced existing BPO “off shore” Contact Center solution and achieved,
 - 20%+ savings
 - ALL established SLA’s
 - 90 day “ramp up and down” from 100 agents to 400 agents