

Service Center

Improving Customer Experience

Challenges

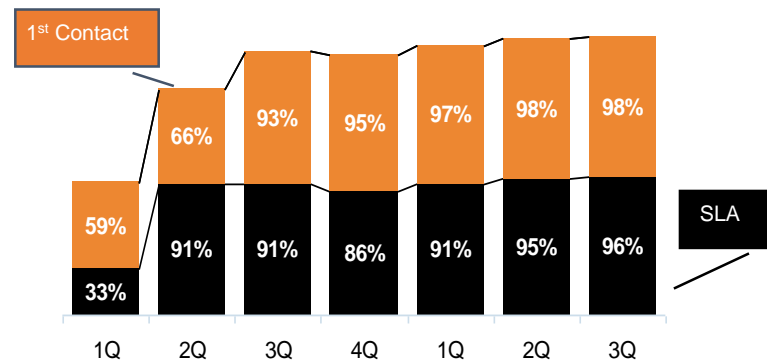
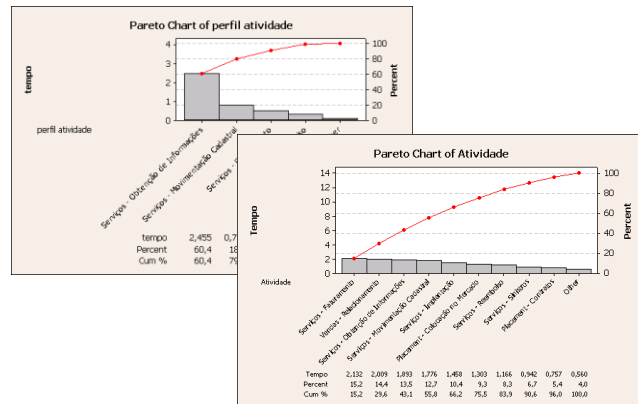
- Clients complaints regarding the complexity of having to deal with 5 different channels to resolve their requests
- Front office was spending more than 40% of its time to address non complex transactions

Approach

- 3-day Kaizen workshop supported by detailed analysis (pre-work)
- Creation of a Service Center to support all non complex client requests – clear R&R

Results

- 1st Contact Resolution improved by 34%, total SLA by 57 p.p.
- Client retention improved by 15% while Front Office increased its time spent on client activity by 43%.



	Year 1	Year 2	Year 3	Year 4
① \$ Comp & Ben	289.659	235.674	216.733	245.086
② # Clients	400	523	697	900
③ % SLA	49%	64%	96%	96%
④ # of Tickets	7.848	11.075	11.900	13.500
⑤ USD Cost / Ticket	36,9	21,3	18,2	18,1