



### Benefits

- Aligns the client's business priorities and service performance across the enterprise
- Provides consistency of support across sites, programs, vendors, contact center technologies and geographies
- Drives high performance while optimizing service, quality and cost
- Enables clients to provide a consistent customer experience across vendors
- Enhances customer satisfaction through processes and tools that enable customer loyalty and retention and promote first-call resolution
- Promotes employee satisfaction through an environment that correlates and contributes to customer satisfaction
- Uncovers opportunities to optimize business process, products and procedures to improve competitive position

## PROVIDE A CONSISTENT EXPERIENCE AND MAXIMIZE VENDOR UTILIZATION

### EDS MULTIVENDOR MANAGEMENT

EDS' multivendor management, a capability within EDS' Contact Center Managed Services, is core to our comprehensive customer service management approach. It is the governance organization that orchestrates and streamlines the contact center organization on our client's behalf. It integrates people, processes and technology into a single enterprise solution, enabling organizations to manage multiple vendors and improve contact center performance.

#### Governing the sourced environment

Managing multiple contact center vendors simultaneously is a common - and complex - challenge these days. Organizations struggle to install governance processes that are cost-effective and also ensure high-quality delivery results. But few enterprises have the management skills and processes required to successfully manage a multivendor environment.

#### Meet customer needs and business objectives

EDS' multivendor management capability delivers results that meet clients' expectations for first-time problem resolution, a satisfying customer experience, and continuous process improvement and innovation. Following are the primary components of the multivendor management capability:

- **Command Center:** Ensures contractual service levels are met across the customer service providers (CSPs). It includes such areas as traffic management, outages, escalations, under- and over-staffing, and intra-day management.
- **At Home Partner Network:** Provides our clients with the right mix of agents by using our partner network to meet their business requirements and objectives.
- **Client Governance:** Provides timely and fact-based updates to the client regarding service delivery to the client's end customers.



## WHAT YOU CAN ACHIEVE

EDS clients can achieve their desired business results and substantial cost savings through improved visibility, tracking and control over their contact center environment.

- Improve contact center management practices
- Improve customer satisfaction
- Lower total cost of interaction
- Gain greater control of the contact center environment
- Improve issue resolution
- Gain the ability to focus on the outcomes versus daily operational issues

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## A structured approach improves performance

Successful multivendor management sets a common direction that delivers sustained high levels of performance across the enterprise. A structured approach must tie the organization together through these critical elements:

- Implementation of a single governance model to oversee a distributed multivendor environment
- Consistent execution of leadership and planning activities aligned with business priorities
- Clear definition of enterprise roles, responsibilities and expectations linked to contractual requirements for service delivery
- Central management of core functions such as work force management (WFM), quality management (QM), knowledge management (KM) and continuous improvement
- Continuous review, improvement and incorporation of best-in-class trends in people, process and technology
- Real-time management and centralized oversight of KM, WFM, QM, reporting and service performance
- Tactical management of transactions at the customer service provider level
- Coordination of technical service provider performance as it supports the distributed operation
- Defined escalation paths to limit scope creep and manage change

## Proven experience that spans the globe and industries

- EDS, an HP company, has more than 35 years experience providing contact center services to more than 450 clients around the world.
- We provide extensive industry domain experience in customer-facing processes in eight key industries and 32s industry segments.
- EDS' 27,000 agents in 30 countries collectively support 48 languages.
- Our 144 global contact centers are supported by EDS' Best Shore® delivery strategy, which provides a full range of high-quality, cost-competitive services from targeted offshore, near-shore and onshore locations.
- EDS demonstrates its commitment to quality and security through global implementation and deployment of key standards and methodologies such as COPC, Lean Six Sigma, ISO 9001:2000 and eSourcing Capability Model for Service Providers.
- Our proven enterprisewide account start-up process methodology drives efficient contact center transition.