

RESPOND MORE QUICKLY TO POWER OUTAGES AND EMERGENCIES

EDS CONTACT CENTER OUTSOURCING SERVICES



/// SOLUTION OVERVIEW



Increase responsiveness, customer service, security and cost-effectiveness

Gain the right number of contact center resources with the right skill sets at the right time with EDS, an HP company. EDS' rapid-response outsourcing services provides utility and power companies with the contact center facilities and personnel they need quickly, professionally and securely - on a cost-saving, pay-per-use basis.



PROVEN CREDENTIALS AND EXPERTISE

- The General Services Administration chose EDS to be a USA Contact provider of contact center services to all federal government agencies.
- EDS was the first company to be awarded a USA Contact task order to serve the Veterans Administration.
- We have more than 30 years of experience delivering contact center services to 450-plus customers worldwide.
- EDS has 27,000 professionals who deliver contact center services on behalf of more than 450 clients from 144 locations in 30 countries in 48 languages.
- EDS was named a leader in the 2008 CRM Outsourcing Awards by *CRM Magazine*.
- EDS was selected as a 2008 Top CRM services provider on a list of the world's premier outsourcing service providers established by the International Association of Outsourcing Professionals.
- EDS processes nearly 811 million U.S. Medicaid claims and more than 346 million U.S. Medicare fee-for-service claims annually, more than any other company.

Ramping up - and down - for quick response

When emergencies and outages occur, utility and power companies need to respond quickly. This is a challenge, given weather and climate conditions, the time it takes to identify the outage and get resources and crews to the site. There are also slow-moving procurement and staffing procedures and the need to comply with security requirements. The limited lead time inherent in emergencies and outages creates additional pressures, such as putting the necessary technical infrastructure in place; defining and implementing the appropriate business processes; screening, hiring and training qualified personnel; providing an energy-efficient, eco-friendly work environment; and competently and professionally serving the needs of the affected populations. After the need passes and power and services are restored, the company then needs to decommission the contact center as quickly as possible and transfer calls back to the normal procedures.

World-class contact center support

EDS Contact Center Outsourcing (CCO) Services can apply telework capabilities to help you meet these and other challenges. With world-class contact centers and resources, EDS works with you to formulate a solution that fits your timetable, your call volumes, your requirements and your budget. Together, we determine the optimal mix of utility and EDS resources and create an integrated team to handle calls from traditional contact center environments or virtual contact centers.

Gain more benefits from a proven solution

DECREASE COSTS. Our rapid response CCO model lowers your capital expenditures and operating expense. The infrastructure is designed to integrate easily with your back office, thereby reducing your associated capital expenditure outlays. Operating expense is constrained in a number of ways: short deployment times reduce labor costs associated with system rollout; reduced agent attrition rates and higher productivity reduce costs per call and call resolution times; and the pay-per-use delivery model ensures you do not pay for idle resources.

INCREASE CUSTOMER SATISFACTION. Our short ramp-up times mean we can deliver critical services more quickly. Our agents' high availability reduces customer wait time and abandoned calls and improves customer satisfaction. The strong loyalty our agents feel toward EDS and our partners and performance-based call routing increase our agents' commitment to delivering quality customer care.

DECREASE ENVIRONMENTAL IMPACT. Utility and power companies can reduce their environmental footprint by taking advantage of the eco-friendly rapid response CCO model. For example, a work-at-home agent does not burn fossil fuels in the daily commute; working at home reduces office energy consumption; and the increased agent retention that results from the desirable work-at-home arrangement reduces energy consumption associated with the recruiting effort.

GAIN DATA SECURITY, REDUCE RISK. By controlling inadvertent data errors and intentional fraud, EDS has reduced data quality incidents 5 to 10 percent. EDS meets more than 99 percent of all project deadlines for all tasks associated with new product and service introductions. Furthermore, rapid response CCO techniques improve end-user data security by preventing unauthorized access to data systems and files.

The support you need

EDS can provide a comprehensive outsourced solution for your customer interaction operations - including the people, processes and technologies - to yield substantial cost and quality improvements.

Table A: Flexible contact center service options and features

Features	Benefits
High Technology	EDS and leading technology companies work together to provide the best tools for customer-facing and agent-support processes.
Skilled Resources	EDS and leading business services companies provide the right agent mix to meet government business goals.
Flexible Scheduling	Home-based agent partnerships manage seasonality and volume swings: <ul style="list-style-type: none"> • Bring agents online as required. • Half-hour scheduling increments accurately staff for peaks and valleys.
Flexible Call Routing	Integrated multiple contact centers and performance-based agent selection route “the right call to the right agent.”
Agent Screening	Minimum pre-employment screening includes a criminal history check for felonies, a credit check to uncover risky behavior and SSN validity check. Additional fingerprint screening is also available.
Web-based Agent Training	Training is tailored to your needs, incorporating self-paced, facilitated and practical application approaches.
Quality Assurance (QA)	Real-time QA includes silent monitoring and integrated performance feedback. It also includes up to 100 percent call recording and configurable agent auditing tools.
Direct Visibility Into Performance	You have full access to call details and call recordings.

VALUE-ADDING CAPABILITIES

- **QUICK TO DEPLOY, QUICK TO STAND DOWN** - The EDS rapid response CCO Services offering can be operational and meeting your needs in as few as 48 hours. And when the need has passed, the service can be decommissioned.
- **PAY-PER-USE FINANCIAL MODEL** - The EDS service is structured to ensure you get value for your money; you only pay for the services you consume. The infrastructure already exists, so your capital expenditures are limited. You're not responsible for software maintenance fees or for IT support costs, so you only pay for transactions handled.
- **MATURE, RELIABLE, AVAILABLE, EXPERIENCED AGENTS** - The average rapid response agent is more mature than the corresponding agent working in a traditional contact center. High job satisfaction, scheduling flexibility and the positive work/life balance result in high agent retention. The result is higher agent skill levels and improved customer satisfaction.



“EDS’ strength lies in its deep domain expertise across a broad range of vertical markets. Much more than a technology company, EDS delivers improved business results, growth and customer satisfaction.”

Michael DeSalles
Frost & Sullivan (2008)

“Over this past year I’ve been writing about homeshoring, more than ever before I’m convinced that when it comes to outsourced customer care, by the time we emerge from a possibly severe global recession, homeshoring will have developed into a more formidable sibling to offshoring than many would have expected just a few years ago.”

Stephen Loynd
IDC (2008)

Our approach

The EDS rapid response CCO offering leverages our people, processes and technology to make your services available to your customers in the most timely and accurate manner.

Our agents are prescreened, talented, motivated, mature and available to handle your calls, resulting in reduced customer wait times and improved call resolution rates. Our flexible staffing plan, coupled with our pay-per-use pricing model, means the operators are standing by, but you are charged only for the calls they take. Our use of at-home agents to cover unexpected spikes and off-hours calls reduces the burden on our roadways and on the environment, and it reduces the physical footprint of our traditional facilities. This adds up to lower costs to you and a lower impact on the environment.

EDS’ processes are time-tested and constantly improving, and we adapt them to meet your needs. From our handling and resolving calls to coaching our agents, and our quality control and audit functions, EDS ensures your needs are skillfully and effectively met.

For more information on our utility and energy solutions, services and products, please visit www.eds.com/industries/energy/

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