# Arise ❀

## Financial Services Software Giant
### Peak Season Flexibility

## CHALLENGE

The client approached Arise to solve a problem unique to their business. They needed high quality customer support resources to address the complexity of their Financial Services software. They also were struggling to find a solution that could flex up during their busy season, including daily unpredictable spikes in call volumes, as well as accommodate the significant seasonality of the product suite. The client was also undertaking the largest deployment of video support in the history of the customer service industry.

## SOLUTION

- **Enrollment & Selection:** A concerted marketing effort to attract Service Partners that had serviced during previous busy seasons was put forth to bring back high performing resources from the previous season. With over 40% of Service Partners on our network having 2 years of peak season season experience on the program, Arise can drive metric performance and assist with the launch of new lines of client business.

- **SOP Playbook:** Development of a blueprint for operational execution and sustainability provided clarity around seasonal responsibilities and the volume mix/timing to enable Service Partners using the Arise Platform to deliver on performance targets more quickly and accurately.

- **Capacity Planning:** Strong planning enabled capacity nimbleness during critical volume periods, allowing Service Parnters using the platform to handle up to 150% during peak periods, and maintaining over 100% on every interval serviced on the peak day – with 109% of forecasted minutes serviced.

## RESULTS

- Handled the second highest number of calls while maintaining top performance, and the second highest volume of client call distribution across all vendors.

- Delivered top performance that kept Arise ranked as #1 in the vendor network across all key client metrics, and strengthened relationship lead to launch of support programs new business segments in parallel with growth of 2018 Support.

### Partner Performance and Stack Ranking
### (Actual Seasonal Results)

| Metric | Goal | Arise | Rank | Vendor A | Rank | Vendor B | Rank | Vendor C | Rank |
|---|---|---|---|---|---|---|---|---|---|
| Service Level | 80% | 57% | 1 | 48% | 4 | 56% | 2 | 55% | 3 |
| NPS | 50 | 58 | 1 | 56 | 2 | 50 | 4 | 55 | 3 |
| CR | 80% | 82% | 1 | 81% | 2 | 78% | 4 | 80% | 3 |
| Handled | n/a | 856,981 | 2 | 804,710 | 3 | 538,896 | 4 | 862,650 | 1 |

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