



PeopleFind

Working Smarter for Defense



Reducing Costs with Speech

Challenges:

- “Work Smarter”
- Reduce operator costs
- Improve customer service
- Improve collaboration among mobile teams

Benefits:

- Centralized accurate directory
- Shift operator resources to improved customer service
- Numberless ad-hoc conferencing among mobile teams for faster decisions

Results:

- Reduced costs by \$300K
- Enhanced disaster recovery
- Serviced additional 8,000 calls per month

A Global defense contractor with over 16,000 employees has an international and domestic customer base. This division sells products and services to customers in 80 countries and looks forward to growing its opportunities and pursuits. However, regardless of its phenomenal success and growth with new opportunities, executive management put forth a work smarter initiative to all department heads. This executive directive sought to streamline operations, leverage resources, and find ways to cut costs. Each department head was given the task to find innovative ways in which to accomplish this initiative.

The Director in charge of Global Voice Services implemented PeopleFind due to its ability to offer more than a simple speech enabled auto attendant solution and replacement of operators. The solution delivered on its ability to cut costs and streamline their operations, as well as meet his department’s goal to enhance customer service. However, an added benefit and deciding factor in implementing the Lyrix solution was PeopleFind’s extended capability of speech enabled conferencing. With PeopleFind, employees are able to quickly call or conference with simple speech commands, speeding communication and collaboration capabilities across their global enterprise and cross-functional teams. Quick connections meant increased accessibility and faster decision-making.

The company realized immediate cost savings of \$300,000 upon installation and the existing operators left were able to take on responsibilities with greater impact to the bottom line. From a technology standpoint, the application was able to integrate and leverage the existing telephony platform and allowed the existing technology to also work smarter. It was also deployed with fail-over capabilities to ensure disaster recovery capabilities for the division. From a service perspective, the application resolved the issue of missing over 8,000 of the 26,000 calls a month that came into live operators, and as an added benefit-at no additional cost-is available 7x24x365 to answer and direct all calls. Once PeopleFind was installed, the number of calls the application handles is 20% higher, and growing, giving employees and customers a faster way to connect with improved end customer connections and satisfaction.

Overall, since the implementation of PeopleFind, the Director was able to not only meet the requirements of the work smarter initiative, but delivered the added benefits of creating a numberless enterprise for this global organization. PeopleFind delivers always- on communications and collaboration capabilities for employees without regard for time, location or device. PeopleFind is an important and innovative part of this global enterprises “Work Smarter” initiative, delivering hard benefits and flexible capabilities for its employees and customers around the world.