



QPC MIG benefits and applications - optimising IT asset expenditure

IT asset licences are costly but to get good information to help determine how many are required currently, and in the future, may be challenging. Some businesses may also need to use contact routing configurations that are suboptimal in terms of asset use to get the management information that they require.

Most IT assets have an initial purchase and a recurring (normally for maintenance) cost. These costs are normally linked to the scale of the deployment whether this is through per seat (e.g. workforce management systems), port (e.g. IVR) or directory number (e.g. ACDs) charges. However, deciding how many licences to buy can be difficult for organisations with complex and geographically disparate routing infrastructures because getting accurate information on current demand (the number of calls that need to be handled and their likely duration) and current asset use (the number of seats, ports or extensions used/unused) is a complex procedure.

Some businesses that provide both IVR self and agent service use contact routing configurations that help in reporting the IVR's performance, but, are sub optimal in terms of IT asset use. For example, IVRs often 'hold on' to calls when customers get into difficulty and opt to speak to agents so that an assessment of the cost of incomplete transactions (in agent time used) can be made by analysing information held by the IVR. However, this contact routing configuration means that 2 ports on the IVR are taken up (1 for the incoming call and 1 for the outgoing call) when, if it were not for the sake of reporting, a call could simply be passed to an ACD and the IVR ports released.

The solution

Using data from the QPC MIG it is possible to get both asset demand (for example what the peak requirements for IVR ports were within a week) and asset use information (for example which extensions have not been used within the last month). Historical asset demand information can be used to provide an estimate of immediate requirements as well as help anticipate future needs, if it is used with time series forecasting methods. Meanwhile, asset use information allows businesses to carry out an audit quickly to find out if, and which, assets are currently unused.

The QPC MIG makes it easy to understand every stage of a customer's journey without constraining how contact routing infrastructures are configured. Consequently, a configuration that is optimal in terms of IT asset use can be used whilst typically reporting functionality is maintained or improved. For example, in the example above, information about the cost of incomplete automated service transactions could be provided without the need for 2 IVR ports to be occupied every time a customer opted out of an automated service transaction.

Return on investment

With IT asset demand and use information organisations can ensure that their spending on IT assets is currently correct, preventing IT overspend on unnecessary licences and potentially damaging under



provision that may cause frustrating delays for customers and even lost sales.

Businesses may also find a saving on IT asset use because they are able to opt for the contact routing configuration that is most efficient in terms of assets used whilst improving or maintaining their reporting capabilities.

'One of Europe's leading telcos discovered that it had around 1400 (8%) of its contact routing framework extension licenses laying dormant. By simply making these available the Telco was able to significantly reduce their forthcoming IT expenditure'

QPC - customer service transformation

QPC Europe

6 Devonhurst Place, Heathfield
Terrace, London, W4 4JD,
United Kingdom

QPC Asia Pacific

350 Wellington Road
Mulgrave, Victoria, 3170,
Australia

QPC Middle East & Africa

Level 19, Monarch Office
Tower, 1 Sheikh Zayed Road
P.O. Box 333840 , Dubai

QPC North America

540 North Commercial St,
Manchester, NH 03101
United States of America

