

Elitium™ strategic resource planning

strategic what-if analysis of your entire contact handling
enterprise using rapid modelling

Whether your objective is to manage the balance between costs and level of service, justify new technology, outsource, integrate e-business, implement IVR or rationalise multiple contact centre operations Elitium will provide a detailed analysis to predict the outcomes of change and keep you in control.

Elitium is a strategic planning tool for large contact centres that enables you to build models of your operation to predict the financial, operational and customer satisfaction impacts of change, without risk.

It is designed specifically for consulting organisations and internal planning operations involved in managing and planning 'change' for large single and multisite contact centres.

Features

Elitium is a next generation business planning tool and its ease of use and pre-packaged content enables complex business decisions to be made in days or hours.

It can be used to design and cost new or existing contact centre infrastructure, no matter how many processes or sites are involved or how complex the call / contact flows are.

Creating a fully populated 'As-Is' model will:

- Rationalise various data sources to create a single point of reference for measuring and managing a business.
- Give a full understanding of operational costs, from the total cost of ownership down to an individual call queue.
- Provide a much deeper appreciation of the "People / Process / Technology" dynamics of the contact centre operation.

Elitium can be used to model call flows across one or more contact centres and allows users to plan, predict and obtain highly visual results

of proposals and potential changes prior to final decision making. This makes certain that any proposals or changes are fully reviewed from various different perspectives to ensure the decision made is fully justified. It also enables an organisation to plan and predict any possible disruption that will arise on implementation so this can be minimised.

Elitium enables business and operational plans to be created, Total Cost of Ownership analyses (TCO) performed, calculation of per-contact costs (including both high-level overheads and detailed costs), targeted cost cuts and efficiency and effectiveness improvements identified.

Elitium also allows various changes or improvement scenarios to be rapidly investigated and the effects on service levels, staffing, costs, capacity and overall financial performance graphically demonstrated in terms that both contact centre and business planners would understand. This gives senior executives, sales and marketing management and financial planners the information to consider new strategies effectively.

Elitium has three main modules that work together to create a fully detailed model of a contact centre:

Modelling and analysis module

This captures the relevant facts and statistics relating to the current status, allowing a clear visualisation of the 'as is' position in terms of the agent numbers and locations, processes, database and middle ware technologies, customer services levels, agent utilisation and contact / call based routing.

It allows extremely accurate exploration of 'to be' models based on progressive change initiatives and scenarios in order.

Benefits - Elitium has been successfully used to:

- Reduce resource costs, improve service levels and increase customer satisfaction by rationalising multiple sites.
- Reduce costs by assessing the potential for outsourcing part or all of a contact handling enterprise.
- Reduce resource costs, improve service levels and increase customer satisfaction by redesigning call flows.
- Reduce resource costs, improve service levels and increase customer satisfaction by aligning contact handling capabilities including resources, IVR and web services to meet business and operational goals



'A major retail bank used Elitium to restructure, making incremental savings of 500 - 600 FTE by consolidating from 7 to 4 contact centres, moving 80% of branch service calls to these and transferring 75% of calls to IVR'

Costing module

The costing module facilitates thorough analysis of current operational costs and enables the user to formulate accurately the forecast investment requirement to complete the 'to be' modelling.

This module can also be used to perform precise Return On Investment (ROI) projections.

Documentation and reporting module

This enables the relevant facts to be captured and enables a business case to be generated. standard features of Elitium such as the workflow and process mapping modules allow this information to be presented in a clear and highly visual form.

Who uses Elitium?

Elitium Workgroup is well suited to modelling large enterprises with single or multimedia contact handling, single or multiple sites and a range of technologies including ASR, IVR, ACD and skills based routing etc. Specific typical users are:

- Businesses with contact centre enterprises, normally used by large organisations that have internal planning departments to recommend people, process and technology strategy.
- Contact centre consultants - used by individuals and consulting groups who advise on people, process and technology change.
- Contact centre technology vendors - typically used within pre-sales to build accurate ROI models to justify technology investments.

For more information on how Elitium could benefit your contact centre, or to arrange a demonstration

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Features - Elitium provides:

- A framework for planning business performance improvements without commitment.
- The ability to rank initiatives based on their potential to deliver business results.
- A structured basis for implementing change, which will ensure that the benefits are captured.
- A detailed understanding of the business / operation (front and back office), in terms of service levels, routing / call flows, processes, staffing and costs.
- An understanding of Total Cost of Ownership, Process and Transactional Costs and enables Activity Based Cost analysis.
- Scenario comparison in terms of their effect on service levels, staff, costs, capacity and overall financial performance.

QPC - customer service transformation

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