



Andreas Walbrodt

Technology & Interim Management

PROJECT



Consolidation and transformation of a nationwide call centre

Financial services company in Hesse, 40.000 employees in Germany.



MAIN FOCUS

Technology Transformation



INDUSTRY

Financial Services



TIME FRAME

12 month



DIRECT TEAM

16

STARTING POINT

The company wanted to consolidate and standardise their platforms and technology for all 6 internal call centres in Germany, to be able to control the activities of these call centres better and more efficiently. In addition, the system had to be implemented in such a way that external agents could be integrated as needed to increase capacity.

ROLE & TASKS

Project Manager on behalf of the responsible Managing Director and CIO:

- Design of a structured process flow and project plan
- Development of the target platform on the basis of the heterogeneous given technologies (e.g. ASC, Nice, Avaya, Cisco)
- Development of the test and acceptance plan
- Deployment and operational handover of the target environment
- Dismantling of the legacy systems
- Documentation of the platform and associated processes
- Escalation management for the project and new processes

RESULTS

- Consolidation of services onto the target platform
- 7 Year operational contracts worth for the operation of the centre infrastructure were awarded
- Improved accessibility to the right agents, thus reducing the average waiting time for the clients customers
- Increased system stability
- Successful transfer of the tool to international areas in the group (Italy, Spain, India)