SPOTLIGHT

ActiveTeleSource

CHALLENGE: Platform transition without disruption

Moving to a new platform is stressful—unless you have the right partner to ease the process.

Many organizations face the mandate of migrating to new platforms to meet business objectives. The downstream business benefits can be significant however, the short-term impact on customer communication service levels and customer experience are often overlooked. Active TeleSource (ATI) has managed platform transitions for more than 10 years on SAP, Oracle and Banner. Working with ATI to manage and stabilize the transition brings a best practices approach that is centered on customer care.

Issues / Challenges:

- Training on new systems
- Call volumes
- Regulatory compliance
- Often working on multiple platforms
- Maintaining service levels
- Overtime and Budget concerns

The Active TeleSource Approach:

- Certified on SAP, Oracle & Banner
- Call volume and staffing analysis
- Utility-trained Managers and CSRs
- Proficiency that minimizes impact
- Contingency planning experts
- Flexible staffing to lower costs

About Active TeleSource
Award-winning companies across the country choose Active TeleSource as their partner for customer care. The Active TeleSource approach is customer focused and communications driven. Active TeleSource has regulated industry-trained personnel and the technology that is proven to enhance customer care programs. On the web, www.activetelesource.com