



CASE STUDY: GOVERNMENT FINANCIAL SERVICES

INDUSTRY

Government Financial Services

COMPANY BACKGROUND

Established as an independent agency, this organization is one of the smaller Executive Branch agencies, with just over 100 employees

KEY OBJECTIVE

Determine an ideal outsourcing vendor to serve and support the organization's valued customers



CLIENT CHALLENGES

- Needed an outsourcer that could seamlessly handle half the organization's calls as consistently and effectively as the existing outsourced vendor that handled the other half
- A comprehensive Request for Proposal (RFP) document/process
- A user-friendly method for evaluating and ranking outsourcer candidates
- Enhanced call center knowledge to help ensure a smooth outsourcing implementation
- Assistance in managing the new and existing outsourcing agency



ICMI SOLUTIONS

- Developed an RFP to explain the organization's program in concise detail, which helped to generate valid responses from qualified vendors
- Developed an actionable evaluation methodology that was critical in identifying the best outsourcer candidates
- Selected an outsourcer that has saved the organization more than \$5 million each year
- Managed the implementation of the new outsourcer
- Designed strategic forms and processes—including a quality monitoring program, long-term staffing process, and a customer satisfaction survey process—which have been instrumental in helping maintain consistent service delivery across both outsourcers' sites