

# FOR OUR COUNTRY

## A Government Services Case Study



### THE CLIENT

This client provides a suite of services designed to facilitate the U.S. Army's ability to deliver distance education programs to its soldiers. The company offers an integrated solution that incorporates online degree program providers, councils on academic management, learning technology providers and infrastructure support.

### THE PROGRAM

The client was contracted by the U.S. government, who required an expedited program implementation. Following a strict diligence process across a wide variety of Business Process Outsourcing (BPO) organizations, the client reached out to Alorica.

With an accelerated ramp-up period of less than three weeks, Alorica launched its first contact center initiative for the client. This program was transitioned to the current Customer Care/Technical Support Solution in April 2004.

### THE SOLUTION

Alorica now services 100% of the client's voice volume from soldiers and network users through our help desk team, handling hundreds of thousands of calls annually, 24/7/365. Our agents handle incoming web cases and telephone calls from students/soldiers and provide Tier 1 and Tier 2 inquiry and troubleshooting expertise. They also interface with a variety of subject-matter experts to ensure the speedy resolution of more complex, Tier 3 problems.

In this fashion, Alorica acts as an end-to-end manager for all issues reported by its user community. To quote a famous Army mantra, they needed us to be all we could be. And we were. And we continue to be.

### THE RESULTS

Our effective management of operational metrics allows us to consistently exceed client-mandated goals and targets.

- Maintain an average web case response time of three hours or less
- Maintain first-call resolution rate of 94% or better
- Hundreds of thousands of CRM web cases handled annually

### THE BASICS

#### Start date

January 2001

#### Solutions

Customer care

Tier 1-to-Tier 3 Technical Support

CRM Case Handling

#### Percentage of Overall Program Maintained by Alorica

100%