



Success Story Hewlett Packard GlobalSoft Ltd.

Aspect eWorkforce Management & RTA Solution

The Project

Hewlett-Packard (HP) GlobalSoft is a globally focused Software Development and IT services company. GlobalSoft has its own charter for growth and functioning and enjoys the unique advantage of having HP, as a major investor, customer and supporter. HP GlobalSoft is headquartered in Bangalore, India, and has a fully trained complement of software professionals with diverse technical skill sets.

HP GlobalSoft's exclusive focus is on:

- Software enabled by stringent quality standards
- Exceptional resource capabilities
- Consistent record of delivering solutions to clients, on time

HP GlobalSoft has:

- A comprehensive portfolio of software & IT services with a focus on e-Business solutions
- Skills in methodologies for life cycle services such as Migration, Technical and Application Services

HP GlobalSoft has years of experience in:

- Platforms such as Hewlett-Packard Unix, Solaris, Open VMS and Windows NT
- Hewlett-Packard GlobalSoft has also built strong skills in Linux, NSK and offers Non-Stop Unix
- Communications, messaging, system software, web applications, and e-infrastructure.



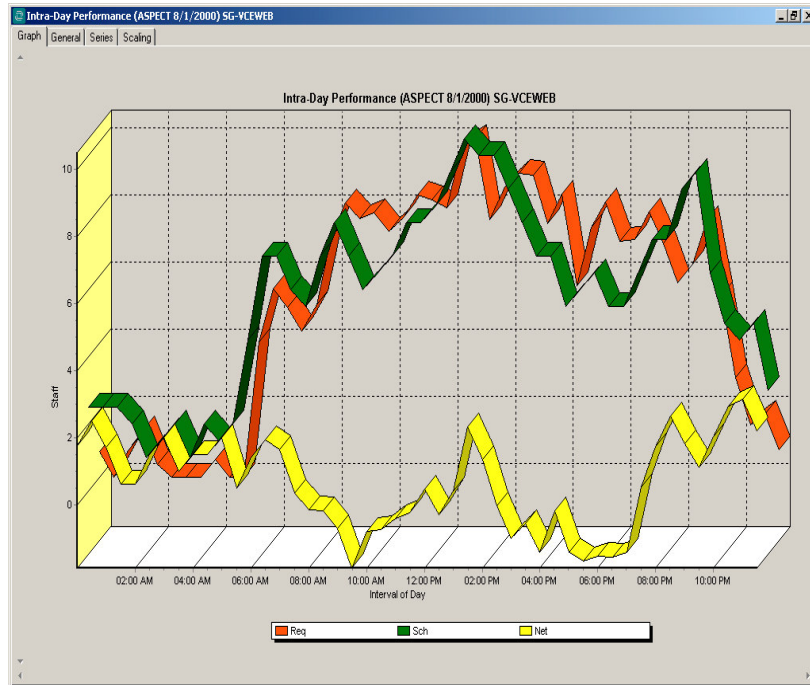
HP has proven ability to quickly put together skills in various technologies and deliver high quality, cost effective services. This has helped the company to build relationships with customers and provide a 'single vendor - total solution' advantage, including cost and management benefits!

The Challenge

- Difficulty in tracking and managing a huge workforce manually
- A relatively new team for workforce management
- Hectic scheduling that needed considerable amount of time to plan, work and rework the workforce schedules
- Agent schedule adherence in real time
- Monitor agent productivity in terms of agent login/logout & schedule adherence

The Solution

Based on industry-acclaimed TCS technology, Aspect eWorkforce Management (eWFM) enables accurate planning, efficiently managed and optimized performance of multi-skilled, multi-channel, multi-site and outsourced staffing resources. With a productive and empowered agent population, the profits and customer satisfaction are maximized. Reduced staffing costs and turnover, enables delivery of superior customer service and improve contact center's overall performance to better meet the company's business goals.



Project Management

Network Programs India Ltd.

Email: aspectsupport@networkprograms.com

Customer

HP Globalsoft Ltd.

Target Groups

Customer service personnel, Workforce management teams, IT departments.

Aspect eWFM is a scalable solution that utilizes industry standard hardware and software and integrates with all leading ACDs and predictive dialers to reduce complexity and operational costs. As the markets leading workforce management solution, Aspect eWFM makes sure that the right number of agents with the right skills across all locations, for the smooth round-the-clock running of the contact center.

India Japan USA Australia
 ♦ Telecom ♦ Datacom ♦ Embedded
 Onsite ♦ Offshore

Network Programs (India) Ltd.
 B-1-C, Sector-10, Noida-201301, India
 Tel: +91-120-2536622, fax: +91-2536625
 www.networkprograms.com
 email: marketing@networkprograms.com



SEI-CMM Level 5
 ISO 9001:2000 & BS 7799
 Quality Takes Us Ahead

Aspect eWFM & RTA/AP For HP GlobalSoft

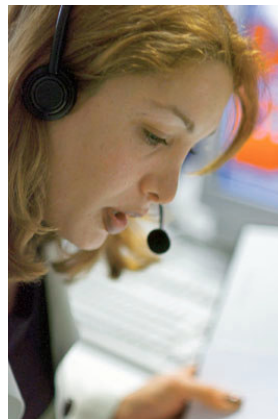
Features

- Accurate demand forecasting that reduces staffing costs by accurately forecasting demand for all channels based on historical contact volume and handle time data; create “what-if” scenarios to evaluate future needs or campaigns
- Robust multi-skill support that realizes the efficiencies of using multi-skilled agents and allows one to generate optimal forecasts and schedules, and identify optimal skill combinations based on the agents’ skill set
- In-depth performance management analysis and reporting for making quick, effective staff management decisions that optimize agent and contact center performance by comparing actual performance to the goals
- Seamless integration with other contact center applications to reduce complexity and operating costs by automating many labor-intensive processes through integration with other contact center technologies, such as ACDs
- Proactive agent productivity and adherence monitoring to increase agent productivity through historical reporting and real-time monitoring tools that ensures that agents adhere to the schedules created, and helps to identify

agents or groups who are the most or least productive

Our Service

- Complete project management
- Verification of hardware and software OS
- Solution implementation.
- System integration with Avaya ACD
- Managed support services



The Benefits

- ◆ Reduced costs and effective management of resources required for scheduling and analysis
- ◆ Enhanced security features for greater control and management
- ◆ Increased preference-based scheduling features to take into account business policies, and also work rules support to comply with company standards
- ◆ Improved intra-day management to effectively managing your operations throughout the day
- ◆ Extended usability features that provide for an enhanced user experience and reduced training costs
- ◆ Increased ROI through automation and streamlining of tasks and processes

Contacts

Director - Sales

Network Programs India Ltd.
B-1-C, Sector 10, Noida-201301,
India

Email:
marketing@networkprograms.com

Phone +91-120-253 66 22
Fax +91-120-253 66 25

www.networkprograms.com

India Japan USA Australia

◆ Telecom ◆ Datacom ◆ Embedded

Onsite ◆ Offshore

Network Programs (India) Ltd.
B-1-C, Sector-10, Noida-201301, India
Tel: +91-120-2536622, fax: +91-2536625
www.networkprograms.com
email: marketing@networkprograms.com



Quality Takes Us Ahead