



ABOUT THE CLIENT

World's largest fire and security system and service provider.

CLIENT CHALLENGE

Our client's bottom-line was under pressure from increasing total cost of ownership (TCO) for alarm response and dispatch operations. Their support processes were almost entirely manual, requiring hundreds of live agents providing 24/7 phone support. Many low priority alarms involved repetitive response processes which had yet to be automated. Additionally, they experienced a very high percentage of false alarms due to motion, early or late entry by employees, or equipment issues, and the use of analytics to reduce them was limited.



We developed and deployed a digital enablement system that automated CRM data entry steps for top alarm drivers and case administration steps.



THE SUTHERLAND TRANSFORMATION

Sutherland worked with the client to identify repetitive support processes that could be automated. We developed and deployed a digital enablement system that automated CRM data entry steps for top alarm drivers and case administration steps. We also performed data analytics to identify alarm signals that do not require actions to be performed by agents and that can be auto-notified; which further increased productivity. Moreover, customer experience was enhanced as we expanded our commercial lead generation program to include chat and SMS as support channels on top of existing voice and email.

PARTNERSHIP RESULTS

15.6%

reduction in average handle time

500K+

alarms handled per quarter

7% higher

volumes than original forecast

Automation
Customer Experience
Dispatch Operations
Analytics

For more information on how we can help you transform your processes, visit us at www.sutherlandglobal.com, email us at sales@sutherlandglobal.com, or call 1-800-388-4557 ext. 6123.

As a process transformation company, Sutherland rethinks and rebuilds processes for the digital age by combining the speed and insight of design thinking with the scale and accuracy of data analytics. We have been helping customers across industries from financial services to healthcare, achieve greater agility through transformed and automated customer experiences for over 30 years. Headquartered in Rochester, N.Y., Sutherland employs thousands of professionals spanning 20 countries around the world.