



Snap-In Solutions

Enabling Rapid Response and Emergency Relocation Services

SITUATION

Call Center in the Path of Hurricane George

Screaming wind was lashing torrents of rain horizontally against the client's Tampa-based headquarters when Center Partners received the call for help. Evacuation alerts had already sounded across southwest Florida in the face of Hurricane George's terrifying arrival, and the in-house call center for one of Center Partners' financial services clients was directly in George's path. As their agents poured from the building, organization leaders realized that their standard emergency back-up plan would be costly and difficult to implement with the skeleton crew that remained. That's when they put in the call: "Could Center Partners help them keep their call center up and running?"

RESOLUTION

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Center Partners knew they had the resources to say "Yes!" They also knew they could successfully reroute those Florida calls to their Colorado location because Center Partners always has the essential building blocks in place to "snap in" with any client's operational configuration. This is made possible through Center Partners' long-standing corporate philosophy of "right equipment, right staffing, right attitude, right experience, and right engineering." This philosophy drives technology planning that supports standards-based hardware, highly skilled agents, flexibility in staffing, rapid decision making, and client-centered operational plans – all of which are geared toward leveraging client resources and increasing Center Partners' flexibility. Center Partners worked with a small group of executives from the financial services organization and completed a plan in less than four hours to temporarily move customer-

care operations from Florida to Colorado and to have the relocated call center services up and running before the organization's next working day. They resolved a number of complex problems quickly and effectively in the face of the oncoming hurricane – moving the client's 400-megabyte database to Colorado, re-routing all customer calls and training Center Partners' agents.

OUTCOMES

Seamless Service in Less than 12 Hours

Less than 12 hours after the original call, ten Center Partners' agents and five client agents who had flown to Colorado began taking phone calls and providing seamless service to the client's customers across the nation. Over the next three days, Center Partners answered the client's total volume and maintained the client's level of service. Four days later, the financial services organization resumed full operation in Florida, Hurricane George's destructive sweep was spent, and the Colorado relocation center was dismantled. Thanking Center Partners' for its "phenomenal response," the client reported no dropped calls, no disrupted service, and no lost data during Center Partners' coverage of the emergency situation.

Key Benefits of Snap-In Solutions

- Emergency relocation service up and running within hours
- Rapid response ensures seamless customer service
- Key building blocks for any solution are already in place and available
- Solutions can be customized for every client
- Cost effective solutions to short-term issues increase business flexibility