BUSINESS TRANSFORMATION

Client

Fortune 1,000 financial technology company and leading national provider of income, identity and employment verification services.

Business Case

A solution was needed to lower operating expenses across a broad set of functions while improving service delivery and client satisfaction.

Background

The client, a rapidly growing company with U.S. operations faced the increasingly difficult challenge of finding sufficiently motivated and skilled employees at a reasonable cost. In addition, high turnover and low motivation in client support and order processing was turning customers off. By partnering with VSI the customer was able to significantly reduce operating expenses, increase the number of orders processed and improve customer satisfaction.

Results

- ✓ Web-based, paperless work flow application.
- ✓ Automated client ordering, order processing, product delivery and KPI monitoring
- ✓ Implementation took less than a year.
- ✓ Costs and client satisfaction improved within 3 months.
- ✓ Reduced operating expenses by $5 million over two years and improved annual operating costs by 40%.
- ✓ The application currently processes 80,000 orders per month, more than tripling the previously available capacity.

BUSINESS TRANSFORMATION

Solution

✓ VSI studied the client's operation to determine how operating costs could be reduced by leveraging technology and nearshore labor cost advantages.

✓ Rather than just outsourcing people, we focused on innovating and optimizing the client's workflows and processes.

✓ First, our technology team developed a web-based, paperless workflow application that automated client ordering, order processing, product delivery and KPI monitoring.

✓ After testing and implementing this solution, we were able to leverage our access to well-educated, bilingual and highly motivated human talent to provide client services, processing and quality control.

Business Impact

VSI's solution has lasting benefits for the client:

✓ Cost effective long term solution

✓ Improved operating efficiency enables client to maintain healthy margins while competing on price with less productive rivals.

✓ Positioned client to be the industry innovator and thought leader.

About VSI

For almost two decades we've helped top companies grow, by providing them with technology & services that bring their future to life – now. We provide a wide range of cost-effective, scalable and reliable solutions. VSI enables companies with application development and business process support services that produce measurable and consistent gains in productivity, customer satisfaction and profitability.

www.vsiteam.com