



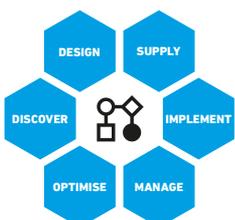
Managing a field-based Workforce

Business Process Outsourcing

Outsourcing the management of your field-based workforce is not a new business process. Indeed, organisations have been doing that for many years, depending on customer demand, geography and types of industry sectors, such as automotive, insurance and technology field support.

Nevertheless, ideas about outsourcing field-based employees have changed in the past few years.

Companies are now using business process outsourcing (BPO) partners to cut costs, increase revenues and gain a competitive edge. This also helps to improve workforce development and know-how, while transforming customer services and experience.



Introducing client field-based workforce management and optimisation

For organisations eager to improve efficiency and get the most out of their field-based workforce, outsourcing is now becoming a popular solution. By using a third-party specialist service provider such as SCC, a business can generate headline cost savings while improving day-to-day operations, optimising performance, improving customer service and reducing white space in the workforce.

SCC has a 30-year history of business process outsourcing, helping customers to be more productive by expanding productivity in a more agile, creative way. We can do this as a managed service level agreement, undertaking the scheduling and workforce planning, management and optimisation.

Furthermore, by implementing a customer service improvement programme, SCC will optimise your operations without compromising your business processes or the bottom line. We use our people, tools and technologies to drive and optimise a customer's workforce, either externally for their customers or internally to optimise business efficiencies.

With so many years' experience of carrying out our own in-field operations across Europe, we have the expertise to deliver a similar service for our customers. Currently, we have 2,000 customer-field-based workforce under SCC management.

For one customer – a global technology company – we undertook comprehensive due diligence, giving us an in-depth knowledge of:

- Productivity
- Operations
- Different workforce environments
- Shift patterns
- Locations and time zones.

Consequently, as a direct result of our outsourcing model, its business productivity improved along with customer experience. Elsewhere, the company's workforce levels were maintained and optimised, providing significant direct and transformational cost savings.

Why partner with SCC?

With SCC's trusted partnerships programme, we have developed an expertise and passion for field-based workforce outsourcing.

Our knowledge is based on extensive experience and up-to-date technology and research into the challenges faced by our customers. We help them to achieve their goals by defining solutions that are specific to their needs and desired business outcomes.

SCC provides near and off-shored outsourced back and front office BPO functions for our customers, including contact centre and service desks as well as many other BPO services. All these services are underpinned by our award winning European 24/7 multi-lingual service delivery centres and our flexible and educated ISO and ITIL trained staff.

Key Features

- Fleet management
- GPS location service
- Client SLA jeopardy management
- Lone worker management
- Analytics and management information provision
- Customer workforce field-based management and optimisation
- Full account management
- Continual service improvement program.

Key Benefits

- Maintaining a high level of performance quality
- Decreasing the costs associated with performing field service
- Improving existing levels of customer satisfaction
- Improving productivity and reducing field white space
- Optimising the current estate of a field-based workforce
- Flexibility to scale up or down, accommodating current and future business requirements
- Ability to adapt to changing customer demands.



All enquiries : online@scc.com
Further info : scc.com/bpo
Call our team : **0121 766 7000**