

13 & 14 Nov 2012 Finance 4 Growth Presentation

Workforce Mgt Systems Voxpro's Experience

Private and Confidential

VoxPro House, Riverview Business Park
Bessboro Road, Blackrock, Cork
T +353 (0) 21 4521900 E info@voxpro.ie

www.voxpro.ie

voxpro
Your Vision. Our Focus.

Context – Voxpro 2009

- Long established company 1973
- Low growth sector
- Under utilised premises
- Modern veneer but using old legacy systems
- Dec 2009
 - New contract with major global IT company
 - New sector

The Early Days of 2010



New Client Requirements



- Interact over the Cloud
- The Data remains on their systems
- Web Portals
- Different Technology Platforms



Voxpro Now

- 3 buildings
- moved Telephony off Copper onto Voip
- Upgraded core IT systems and servers and then moved all systems onto the cloud
- New Departments established

Growth Pains

- Large increase in staff
- Different skillsets from the mgt team
- Communication
- Large contracts means specialist skillsets
- Clients demanding higher quality when delivering quantity

Importance for Company



- Wages are 74% of costs
- For Something to be managed it needs first to be measured
- The management of our labour resources is critical to delivering on the strategy of a services business



Strategy – Staff Attrition

- Key Metric – the lower the better
- Staff Morale key driver
- Visibility to future rosters, holidays, overtime requirements
- Elimination of some non performers
- Higher Quality
- Significant Savings





Strategy – Specialist Proposition

- High end Tech Support / Customer Service
- Multi lingual Environment
- Good Customer Experience
- Right to the power of 4
 - Skillset
 - Tools
 - Time
 - Place
- Forecasting & Scheduling in WFM



Strategy – Transparency/Partnership

- Facilitators
- Open Book Policy
- Bake the Cake
- Productive Hour Model
- Accurate Forecasting critical
- Employees – Performance is rewarded



What does 100% look like



Transparency - Appearances can be deceptive



Transparency - Appearances can be Deceptive



Transparency to Quality – Critical to Maintain High Standards for our Clients



WFM - Implementation



- Did not start life as a BPO
- Wide spectrum of Clients
- Different IT Platforms
- Different services being delivered
- Constantly changing environment
- Scarcity of resources – stretching to the last euro



WFM - Implementation

- First – pull a high level cross departmental team together
- Looked at the Data
 - Different clients
 - Different work streams
 - Different technologies
- Agree what we needed to measure to drive effective performance
- Identify ways to capture those measurements in WFM



WFM - Implementation

- Procured a Bolt on Web Hosted Third Party Solution – Injixo
- Over 8 weeks project
- Built and Trained
- Ran initially alongside old excel system
- Continually developed new processes and reports





WFM - Benefits

- Effectively managing our business today
- Performance of our staff have improved
- Quality of Service delivered has improved
- Staff Attrition is down
- More management time now spent productively and less time spent on admin
- Savings €€€





Next Steps - Enterprise Solution

- Currently working on updating our IT Plan and formalising it
- Identified that we have data everywhere on different databases and none of them speaking together
- HR/Payroll/ACD/WFM/SAP all on employee data
- No time and adherence reporting on back office staff
- With core systems updated and core data going to the cloud we will use that database in the cloud as the masterfile and drive all our applications off of it – BIG DATA



Important to never cross the line and always respect the workforce

