Case Study

Teleperformance
each interaction matters
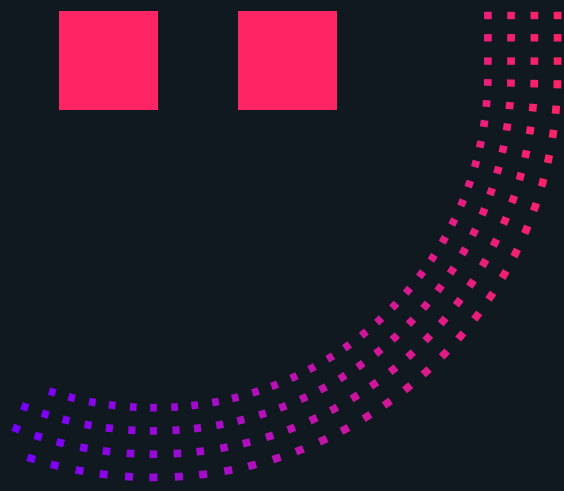
Teleperformance Steps Up to Meet a National Crisis

Teleperformance took the lead in an unprecedented collaboration among British BPOs in response to the Covid-19 pandemic, which had triggered overwhelming demand on contact centers providing services to a UK healthcare organization. The company deployed the flexible, cloud-based enterprise-class NICE CXone contact center platform, massively and rapidly scaling up to provide various services for several pandemic-related healthcare campaigns – and directly contributing to the success of the UK's national response.
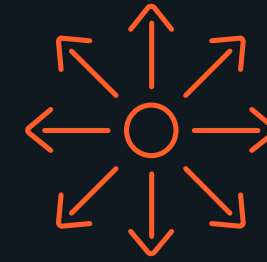
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10 BPOS SUPPORTED
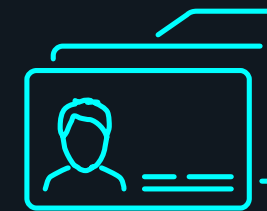In an unprecedented collaborative national response

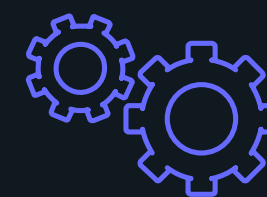**TRANSITIONED NEARLY 2,000 AGENTS TO REMOTE WORK IN DAYS**

SCALED SERVICES TO DOUBLE CAPACITY IN THREE WEEKS

48,000 AGENT ACCOUNTS MANAGED IN 12 MONTHS

COST-EFFECTIVELY ROLLED OUT BULK CONFIGURATIONS

CUSTOMER PROFILE

ABOUT
Teleperformance is a global leader in solution design, business optimization strategies, front-office customer support, and back-office services like finance, accounting, collections, and tech support. Teleperformance's workforce of 420,000 employees includes more than 200,000 contact center agents in 170 markets, providing support in over 265 languages and dialects. Around 70% of the workforce is currently remote.

INDUSTRY
Business process outsourcing

WEBSITE
www.teleperformance.com

LOCATION
Worldwide

AGENTS
420,000+ globally

GOALS
- Efficient customer service while working remotely
- Extremely rapid scalability
- Solution resilience
- Management of unprecedented demand
- Coordination among collaborating companies

PRODUCTS
- NICE Interaction Recording
- NICE Omnichannel Routing
- NICE Workforce Management

FEATURES
- Flexibility to support a variety of users and scale up rapidly.
- A cloud architecture that ensures services are provided with resilience and speed.

PARTNER
Route 101 helps businesses choose and use the right technology to make sure their customer experience is the best it can be. They provide the tools to help you deliver excellent customer experience goals and empower your workers.

NICE

01 THE BEFORE

Advanced solutions across the UK

Teleperformance delivers advanced business solutions, designed for the digital era, to a wide variety of clients across multiple industries in the United Kingdom. The company normally employs 9,000 people in contact centers across England, Scotland and Northern Ireland. While Teleperformance UK operates predominantly with a traditional on-premises telephony approach, it has also invested in interaction analytics and resilient contact center technology.

02 DESIRE TO CHANGE

The pandemic generates unprecedented demand

Teleperformance was working with a UK healthcare provider when the Covid-19 pandemic hit. The company was faced with a sudden, urgent need scale up its contact center services to handle unprecedented levels of inbound calls and other healthcare-related interactions on behalf of its client. The situation quickly became untenable on the existing on-premises infrastructure and Teleperformance acknowledged the need for scalability and a rapid response.

Teleperformance was a critical prime contract supplier to government involved in seven different Covid-19 health crisis work streams taking responsibility for running a network of sub contract partners whilst overseeing quality, valid critical information supply to citizens and the vast scaling up and scaling down to ensure that best value was available for the public purse. Teleperformance was tasked with delivering the platform and technology that would be able cater to

a variety of users, to scale up rapidly, to adjust to dynamic circumstances, and to handle unknown future requirements. In addition, Teleperformance sought to effectively safeguard contact center employees' health by facilitating productive and effective work-from-home.

03 THE SOLUTION

The right solution at the right time

Teleperformance selected the enterprise-class NICE CXone contact center platform as the right solution for handling the national crisis, having seen it deployed effectively in other rapid-ramp-up scenarios. Additionally, CXone was able to provision a mixed environment of multiple BPOs, and its cloud architecture ensured services would be provided with resilience and speed.

Working with Route 101, NICE EMEA Partner of the Year, Teleperformance deployed an instance of CXone within five working days to field the "overflow" of inbound calls at the start of the outbreak. As the pandemic evolved over the subsequent year, Teleperformance rapidly implemented additional services using the CXone platform on behalf of its healthcare client in support of vaccine, testing and COVID Pass campaigns.

04 THE RESULTS

'So much in such a short time'

Teleperformance was able to transfer nearly 2,000 existing agents from two of its contact centers to remote work in just days, while maintaining and even improving call routing. The company eventually used CXone to provide various contact center solutions to over 48,000 agents across 10 BPOs concurrently. In part, this was possible because the platform is user-friendly and accessible, which reduced onboarding time for new recruits and increased the speed of adoption.

Teleperformance scaled its services for the healthcare client to double capacity in a matter of weeks with NICE CXone, while continuing to support other customers that were facing pandemic-related distress. The flexible solution made the unique collaborative national response among 10 British BPOs possible, allowing Teleperformance to manage users at scale, roll out configurations quickly and cost-effectively within hours, and respond to evolving demands. With these capabilities, along with more efficient call routing, Teleperformance directly contributed to the success of the UK's national healthcare response as the largest inbound call center partner to the UK government throughout the Covid-19 pandemic

NICE
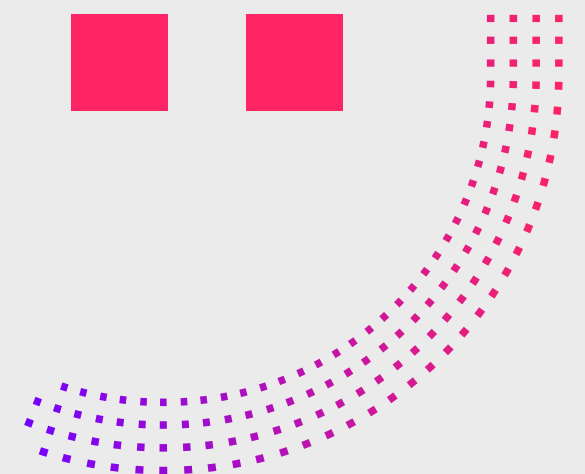
At the end of the original campaign, Teleperformance received a letter of thanks from the UK healthcare client that said, "No organization has ever achieved so much in such a short time." The UK parliament described the vaccine campaign Teleperformance took a key role in as "one of the most effective in the world."

05 THE FUTURE

Use the lessons learned

The rapid deployment of CXone in response to the pandemic provided Teleperformance with insights and experience it is sharing with its other customers. The company has proven the value of the virtual contact center technology model with a successful deployment under the most challenging of circumstances. Teleperformance is actively promoting CXone to customers and prospective customers that manage multiple outsourcing services, as well as to those with in-house platforms that are inadequate for the current digitally transformed customer service environment.

"We were at the forefront of responding to the pandemic with a range of services that the world had never had to deploy before. And **it was the CXone platform that made it possible.**"

JAMES TIMMS
CHIEF INFORMATION OFFICER
TELEPERFORMANCE UK GROUP

About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center— and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform—and elevate—every customer interaction.

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