XPRON
Systems GmbH
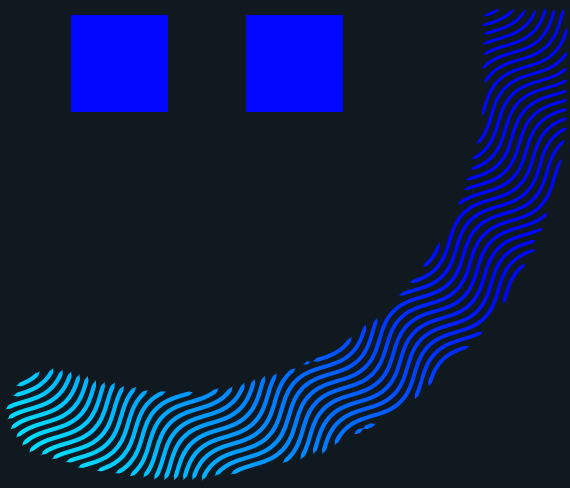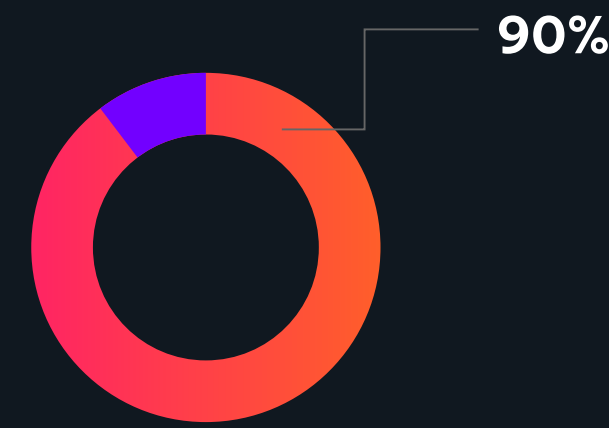
Xpron Supports Complex Workforce Needs with NICE Workforce Management
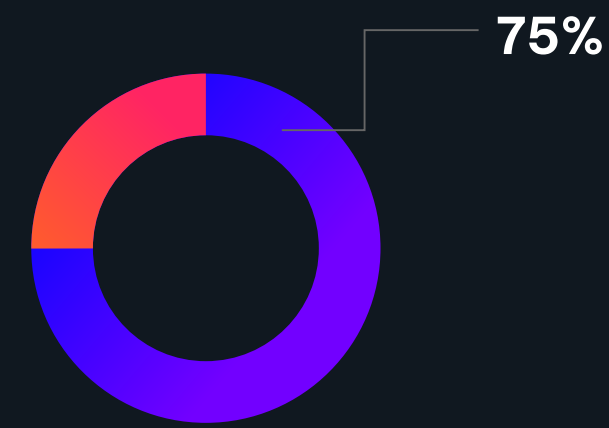
XPRON is a German customer service and IT help desk provider supporting a wide portfolio of clients. The company offers 24/7 contact centre operations with multilingual agents providing service to both local companies and businesses as they expand their German operations. XPRON's services allow customers to handle complex tasks by merging several resources into one. XPRON's workforce model changed from everyone working in the office to about 10% regularly in the office post-pandemic.

90% REMOTE WORKFORCE

90%

75% DECREASE IN TIME TO PLAN SCHEDULES

75%

IMPROVED SCHEDULING FLEXIBILITY

INCREASED AGENT SATISFACTION

INCREASED PERSONALIZATION

CUSTOMER PROFILE

ABOUT
XPRON is a German customer service and IT help desk provider supporting a wide portfolio of clients. The company offers 24/7 contact centre operations with multilingual agents. With more than 15 years of specialist and practical knowledge, XPRON has already relieved many companies of all industries of customer-oriented stress and worries.

INDUSTRY
IT Services/Customer Service Centers

WEBSITE
www.xpron.com

LOCATION
Neuss, Germany

SIZE
300 agents

GOALS
- Better manage scheduling process
- Increase flexibility for agents
- Prioritise training
- Boost long-term schedule planning

PRODUCTS
- NICE Workforce Management
- NICE Value Realisation Services

FEATURES
- Intraday optimisation
- Multilanguage support

NICE

Case Study

01 THE BEFORE

Old school scheduling methods hindered growth

XPRON's services for customers are leading edge, but the company's previous approach to scheduling for agents relied on old-school Excel sheets. The team was only able to do two weeks of shift planning at a time and didn't have the flexibility for short-term changes. Applying any changes was difficult and adding additional users was a challenge.

These struggles created several limitations for XPRON. No forecasting was available, intraday optimization was not an option, and there was no way to provide detailed planning for various service levels. As the workforce became more remote and added even more complexity to scheduling, these issues were exacerbated.

02 DESIRE TO CHANGE

Searching for a platform that could handle the complexity

It was clear a change was needed for XPRON. "Our agents needed more flexibility, but we also needed to keep the focus on our customers," Alexander Wolters, General Manager at XPRON said. The company wanted to implement a workforce management tool that could scale and support the web of multiple queues, service and skill levels, and differences in agent schedule needs. "We also wanted something that would help increase agent happiness by making shift scheduling based on preferences easier," Wolters said.

Ideally, XPRON wanted to have the capability to plan schedules four weeks out instead of two and add in intraday optimization. The company's incumbent workforce management tool that was unfortunately not successful. The product couldn't deliver the needed tools in multiple languages nor handle the complexities of XPRON's workforce. After further research, NICE Workforce Management emerged as the solution.

03 THE SOLUTION

A structured rollout was done in the local language

XPRON partnered with paulusresult GmbH and NICE's Value Realisation Services (VRS) to launch NICE Workforce Management. The platform was implemented in two phases to support two separate ACD systems. 'Working with VRS made a significant difference to us and meant we had support before, during, and after implementation," Wolters said.

The team created a roadmap for deployment personalied to business needs in the local language to support user adoption. Intraday optimization was a key focus due to large demand variations and optimizations of different service levels. The full approach carefully considered agent needs and flexibility throughout. Wolters credits the "well-structured design" of VRS and the team's implementation plan for the successful adoption. "We also made sure to familiarise the team with NICE terminology early on and created a 'snack-size' training approach," he said.

04 THE RESULTS

Time savings and better long-term planning

Within a month, XPRON was seeing positive returns from WFM. Though Wolters was initially concerned about the agents' response to the culture changes a new platform would require, agents took to NICE with excitement. "After just four weeks, agents were telling us they were so much happier with the scheduling process. We just let the product speak for itself," Wolters said.

The team was now able to craft schedules that considered employee needs while ensuring customer support remained a priority. With optimization and automation features in WFM, managers now have the agility to address short-term scheduling changes. Where planning a one-week schedule previously took around two days, managers can now complete the task in just half a day.

WFM also helps XPRON better prioritise training. "Before, we had to schedule training and force everyone's schedules around that," Wolters said. "Now, we're able to use the system to pinpoint the best time to do training for different service levels and can even plan months out."

05 THE FUTURE

A bigger future with new horizons

Now that initial deployment is complete, XPRON has its sights set on adding new features for more benefits. The team would like to expand to multi-channel planning to replicate the success they've had with their voice and call centre teams. Wolters sees opportunities for calculating multiskilled efficiency to avoid overstaffing and applying different service level types depending on the time of day, such as having lower service levels for night shifts. XPRON is even experimenting with the idea of custom reports that can be sent automatically to individual customers.

"Because of NICE, we're now able to consider things we couldn't before, perhaps even expanding our workforce outside Germany," Wolters said.

"Because of NICE, we're now able to consider things we couldn't before, perhaps even expanding our workforce outside Germany."

ALEXANDER WOLTERS
GENERAL MANAGER
XPRON
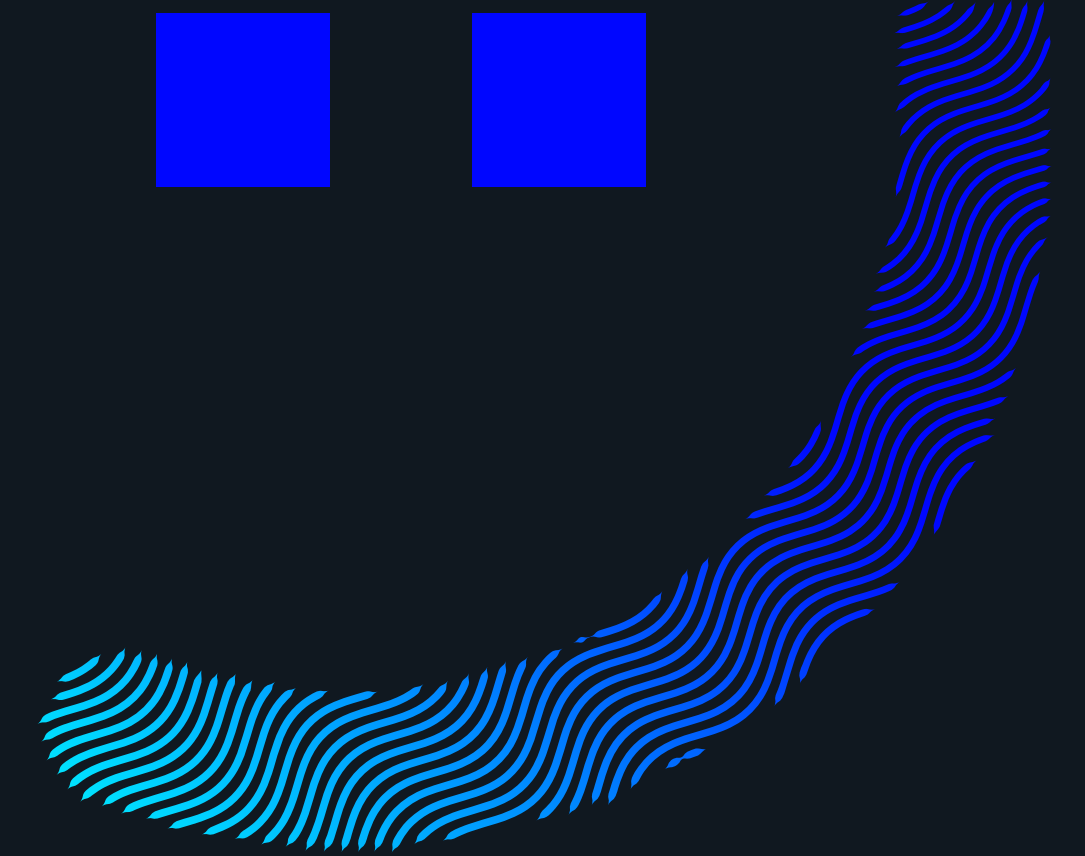
About NICE

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.

www.nice.com

NICE

XPRON Systems GmbH