

Case Study



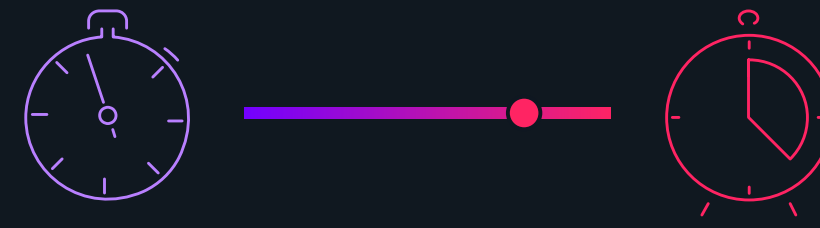
SSCL SUSTAINS GROWTH WITH INDUSTRY-LEADING WORKFORCE MANAGEMENT OVERHAUL

Shared Services Connected Ltd (SSCL) required a centralised workforce optimisation solution that would support its rapid growth. NICE Workforce Management gave the organisation consistent, streamlined solutions for self-service scheduling as well as real-time, intraday service improvements –enabling SSCL to combine its bespoke contact centre solutions with the right tools and technology to capitalise on its market-leading performance.



REDUCED TIME ↓

To process holiday requests



REDUCED TIME ↓

To update timecards



INCREASED VISIBILITY

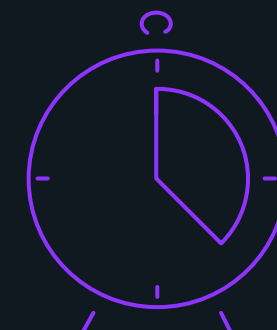
For real-time management



INCREASED SCHEDULE ADHERENCE



Reinvested
30 MINUTES
FOR EMPLOYEE
TRAINING AND
DEVELOPMENT
each week



CUSTOMER PROFILE

ABOUT

SSCL is a leader in critical business support services for the largest Government departments, Defence, Police and CITB across the UK. It provides consulting, digital solutions and innovative services including HR & Payroll, Finance, Procurement, Pensions Administration and Resourcing Services—enhancing the customer experience, enabling smarter public services. They employ more than 2,800 people who, with their in-depth client knowledge and our collaborative approach, sit at the heart of their business strategy. SSCL operates at size and scale across the UK Public Sector and has already delivered savings of more than £400 million—providing more funds for front line public services.

INDUSTRY

Business process outsourcing

WEBSITE

www.sscl.com

LOCATION

Headquartered in Hertfordshire, UK

AGENTS

400 contact centre staff / 2,800 total employees

GOALS

- Introduce consistent, centralised workforce management practices
- Improve visibility into real-time and long-term data
- Expand and empower WFM specialists
- Support customer experience targets and sustain NPS growth

PRODUCTS

- [NICE Workforce Management](#)
- [NICE Employee Engagement Management](#)
- [NICE Value Realisation Services](#)

FEATURES

- Centralised schedule planning
- Efficient self-service for time-off/holiday requests
- Industry-standard scheduling practices
- Customised guidance through operational consultation

01 THE BEFORE

Rapid growth and unprecedented challenges

SSCL delivers critical business support services to 22 government departments and agencies in the UK—specialising in service delivery and transformation. Over recent years it has experienced multi-sector rapid growth, reinforcing the need to constantly transform and increase its delivery capabilities.

As with many organisations, the COVID-19 pandemic brought its own unprecedented challenges. Many planning activities were manual and arduous. Limited capacity for capturing and sharing contact centre performance metrics including average handle time (AHT) and service level compliance resulted in reduced visibility of performance forecasts. The variables that changed as an impact of the pandemic required a solution that would address these new and existing challenges. SSCL needed a central specialist workforce management process that would allow for more efficient and effective service delivery within its contact centres.

“We had a workforce that was clearly passionate about delivering for our customers, but there was a lot missing in terms of enablement and visibility, specifically on performance metrics,” said Sumit Singh, SSCL’s Head of Resource Planning.

02 DESIRE TO CHANGE

A need for centralised planning

Singh joined SSCL in 2020 and quickly prioritised improvements in visibility and both tactical and strategic decision-making. As part of their new streamlined approach SSCL wanted to expand the workforce management function into a centralised planning role.

The benefits to implementing a workforce optimisation solution were quickly identified with improvements supporting employee engagement and reinforcing



SSCL’s delivery of a bespoke, enhanced customer experience whilst building on their strong and consistent Net Promoter Score (NPS). “There was clear indication that we needed a market-leading workforce management tool to help us not just invest in delivering service to our end clients, but also invest in our employees.”

03 THE SOLUTION

A new look at workforce management

SSCL evaluated four leading WFM solutions, making the decision to implement NICE Workforce Management with Value Realisation Services (VRS). This brought industry best practices, visibility, and consistency to SSCL’s scheduling and intraday management processes. VRS facilitated fast and accurate deployment and agent adoption.

To drive value directly to agents, SSCL wanted to focus on streamlining employee self-service. Agents would no longer have to update multiple systems to record holidays and time off. Time savings and error reductions would help serve callers more effectively.

SSCL also tripled the size of the WFM team, allowing for more proactive intraday management. This shift was an important development as notifications for overtime and VTO can now be targeted at specific agent pools or sent to

the general population, without waiting for email delivery. Agents know that their requests will be handled practically in real time.

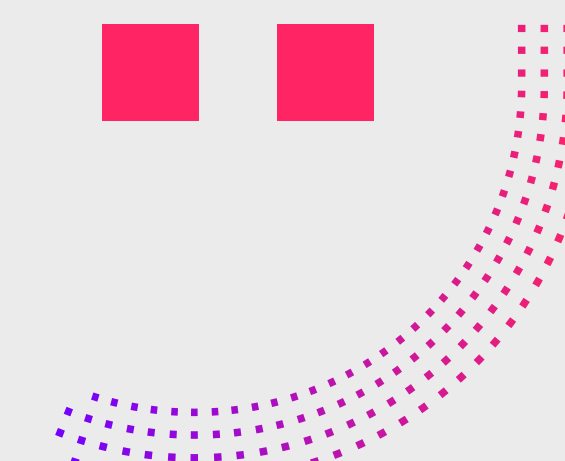
04 THE RESULTS

A sharper focus on customer experience and efficiency

In an ever-evolving world, the introduction of NICE Workforce Management has enabled SSCL to combine its bespoke contact centre solutions with the right tools and technology to capitalise on its market-leading performance. Guidance from VRS before, during, and after deployment helped SSCL employ best practices to achieve results quickly.

For example, error-prone, overlapping, and multiple entries for time-off requests have been replaced by a single, consistent interface for all employees. Creating and publishing the schedule is similarly streamlined. Data on shrinkage is now more clearly visible and shrinkage is down as a result. SSCL is capitalising on these savings in additional training and development.

The WFM team is now actively engaged in both short-term and long-term planning while also implementing real-time adjustments to manage adherence and service level delivery.



05 THE FUTURE

A platform for growth

With several short-term successes logged since implementing NICE Workforce Management, SSCL hopes to continue its fast pace of growth and client onboarding with stable, scalable WFM discipline. “You need to have tools in place which enable efficient management of such services, and for us, that’s what the WFM tool is about,” Singh said.

“NICE Workforce Management has helped us **develop a much more engaged employee population.** On the front line and among team managers, **they all feel that they are better supported to deliver services.** There are tactical and strategic models telling them what’s going to happen for the rest of the day, in a week, and in a month’s time.”

SUMIT SINGH
HEAD OF RESOURCE PLANNING
SSCL

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

For the list of NICE trademarks,
visit <http://www.nice.com/nice-trademarks>