

# TRACKING PERFORMANCE IS KEY TO ACHIEVING OUTSTANDING PRODUCTIVITY RESULTS: HOW WE HELPED A GLOBAL FINANCIAL SERVICES FIRM RAISE THE BAR

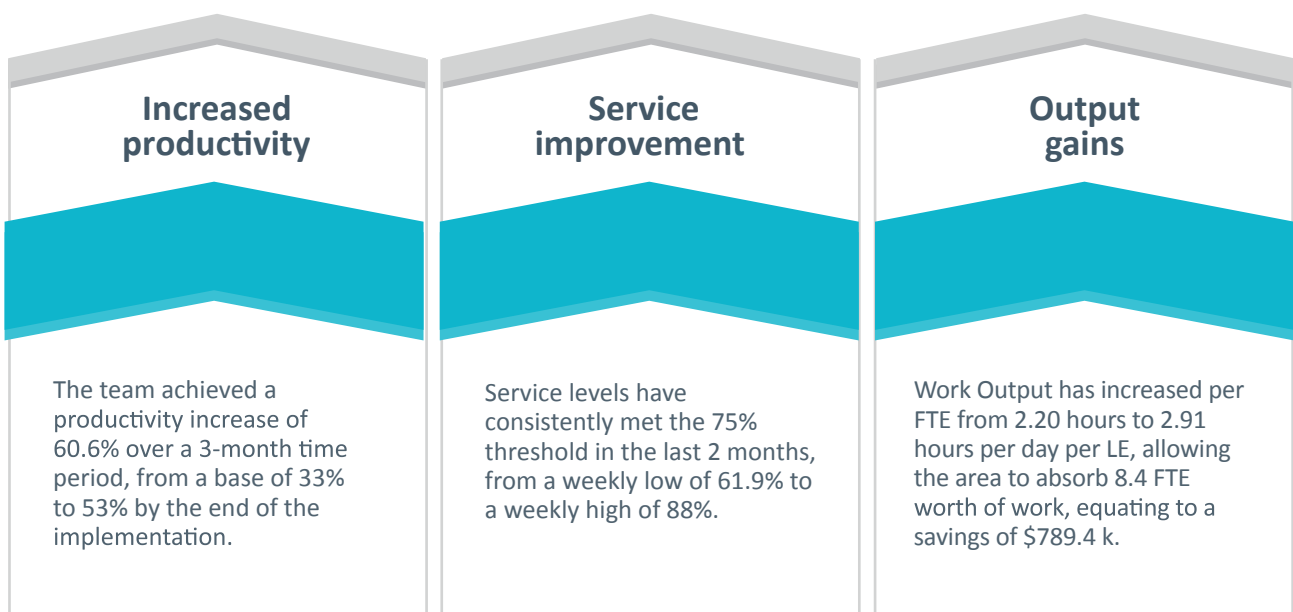
A leading provider of financial services was experiencing issues consistently meeting its service levels as there was no comprehensive system in place to manage performance or gauge productivity. The problem was impacting several key areas, from employee performance to customer satisfaction.

## Paving the way

Enlighten® partnered with the company to implement targeted reporting metrics system and scheduler, with the goal to realise a substantial productivity increase while concurrently improving service levels and customer satisfaction.

## Delivering high-impact results

Together with Enlighten, the client was able to achieve the following within **three** months:





### Identifying the problem

Prior to engaging Enlighten's expertise, our client lacked efficient resources to quantify performance and analyse a range of data, such as productivity. The company was struggling to manage the seasonal and functional workloads and needed to reduce shrinkage while achieving service levels.

### Achieving results across key business metrics

By employing Enlighten's Daily Allocation Control, managers were able to determine current work output, per team member and per activity. Using this information, "focus hours" were implemented by setting work output targets above current productivity. To eliminate interruptions during focus hours, team members turned off their IM and shut down their emails. Moreover, the managers used the intra-day scheduler to calculate how many reps were required to take inbound calls during each hour

of the day in order to reach service levels. When an excess or shortfall of capacity was realised during certain hours of the day, they utilised the Loan/Borrow tool in Enlighten to shift resource hours to and from the hotline and processing teams. During a shortfall of capacity, this ensured that service levels were maintained. During hours of excess capacity, this ensured that waiting times remained low and efficiency remained high.

With these tools and knowledge, the company has been able to better ascertain daily performance levels, assisting to identify bottleneck issues and productivity lags. With a direct uplift in employee engagement and enhanced productivity as a result of a higher performing team, the company has enthusiastically seen an increase in customer satisfaction levels while realising net savings.

## EMPLOYEE EMPOWERMENT DELIVERS RETURNS

When employees are engaged, an organisation will see much greater productivity.

Customer satisfaction levels will also increase, leading to holistic improvement.