

SOFTWARE AS A SERVICE: HOW THE RIGHT SOFTWARE HELPED A GLOBAL FINANCIAL SERVICES FIRM LIFT EMPLOYEE ENGAGEMENT

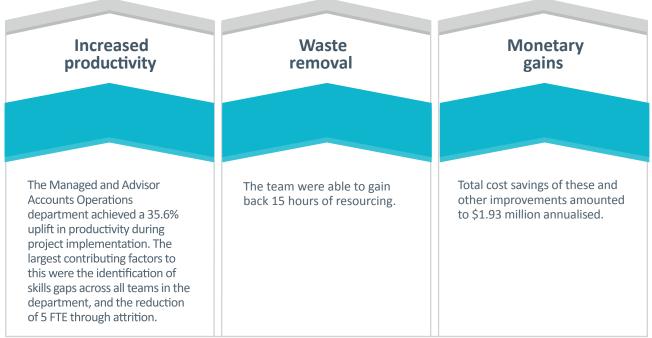
A leading provider of financial services was experiencing issues keeping employees engaged, while back-office productivity and customer service was also suffering.

Solution-focused

Enlighten® partnered with the company to provide them with a SaaS (software as a service) solution to improve employee engagement, back-office productivity, and improve customer service. Enlighten consultants coached and mentored their team, identifying waste in processes, available capacity and training opportunities without interfering with quality and customer service.

Delivering bottom line improvements

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





Getting to the crux of the issues

Prior to working with Enlighten, the company was unable to keep abreast of different variations and changes in volume demands. Workflow allocation was difficult, and managers had limited ability to give representatives a clear training plan which was impacting engagement levels. With unmanaged workflow allocation identified as one of the main reasons for the presence of incident waste across the business, the client wanted a method to reduce waste and concurrently enhance employee engagement.

Innovative solutions drive results

Enlighten provided a tailored and targeted approach to the client's performance tracking and productivity challenges. Enlighten rolled out the Scheduler module to MAAO Managers to help identify volume spikes, intraday variances in volumes, capacity pockets, and areas of opportunity within their teams. Implementing Volume Control reports also helped to identify which functions to cross skill representatives

on to distribute work more evenly across the department to decrease capacity in other teams. Managers could schedule this training appropriately using the scheduler to identify which times of the day they had the most capacity. Managers were then able to give representatives a clear training plan within the Team Action Plan module which led to the elimination of weekend shifts and the overtime dropped to approximately 25 hours a week due to outdated workflow allocation. To address the reduction in waste, managers set up workshops with representatives and collaborated on how to get some of this time back. They came up with small initiatives to start removing unnecessary queues and task types from their daily workflow. The team gained back 15 hours of resourcing based off this initiative alone. With the help of Enlighten, the company has boosted productivity levels while lowering waste which has led to marked improvements in employee and customer engagement.