VCC:Live

DHL
CASE STUDY

Reduced maintenance cost $+$ **Increased** agent productivity $+$ **100%** accurate real-time statistics

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Industry: Logistics

Activity: Domestic and international transport management

Seats: 100+

Country: 220+

Headquarters: Bonn, GE

Challenges

- Reporting
- Access from anywhere
- Costs

Solution

- Cloud-based system, ideal for remote agents
- Easily-scalable solution
- Real-time reporting tools

Results

- Reduced maintenance costs
- Increased agent productivity
- 100% accurate real-time statistics

DHL moving contact center operations to the cloud

Read on to find out how DHL made their contact center A LOT more efficient and productive.

In the logistics industry, having top-notch customer service over the phone is not just an added value, but a necessity. We at VCC were thrilled to work with one of the most respected brands in the world of logistics, helping them become more scalable and data-driven. This change helped DHL overcome many problems related to the on-premise solution they'd been using. www.dhl.com

Challenges

Before choosing VCC Live, DHL was using a relatively outdated on-premise system which was causing the company significant problems:

- It lacked real-time statistics
- Reports were often inaccurate and took up to 3 days to generate
- Agents weren't allowed to work from home
- Scalability and costs were inadequate.

Tackling these issues would clearly make DHL's contact center more efficient on many fronts, such as reacting to challenges in real-time, monitoring agent performance, as well as helping the company's HR department to better address the growing trend of WFH (Work From Home).

Moving to the Cloud

The introduction of VCC Live's cloud-based solution gave DHL's employees contact center software access anytime and from anywhere. The long awaited home-based workforce model finally became a reality, as both costs and time spent on software maintenance were significantly cut.

DHL can now increase its agent base without a major investment in software thanks to the scalability of the VCC system, allowing its contact center to be upscaled or downscaled depending on peak or idle times. DHL can also use advanced reporting tools to get a better understanding of agent performance, for example, by analyzing user statuses or viewing call statistics in real-time.

> Our agile development method allowed us to come up with solutions tailor-made to DHL's specific business needs.
>
> **János Piskolti** – Key Account Manager **VCC Live**

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The implementation process with VCC Live went very smoothly, and the support we received from the team was a lot more than what we expected. VCC Live has always reacted to our issues in a timely manner and managed to come up with solutions to address our problems. We were also highly satisfied with the excellent work of the VCC Live customer support team, who always responded to our queries in 5-10 minutes.

Krisztián Kardulecz – IMS Lead **DHL**

Results

VCC Live helped DHL significantly increase agent productivity and effectiveness with the move to cloud, helping the company overcome many problems related to efficiency, monitoring, reporting and HR administration.

We just recently started using the system, but we can already clearly see that our productivity has increased significantly," noted Kardulecz. Thanks to VCC Live, we now have a powerful tool to monitor our processes, allowing us to better allocate our resources.

Krisztián Kardulecz – IMS Lead **DHL**

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