



CASE STUDY

Evolving Provident's multi-activity contact center through a host of intelligent features

Industry: Loan

Activity: Debt Collection, Telesales, Customer Care

Seats: 200+

Country: Hungary

Headquarters: Budapest, Hungary

Learn how leading loan company, Provident, completely modernized their contact center setup with VCC Live and benefited from a host of improvements as a result.

One of the best-known loan companies in Hungary, Provident provides loans to more than 220,000 customers and has over 2,000 employees.

The firm has a multi-activity contact center where agents need to conduct a variety of duties and the existing, on-premise setup was hindering both performance and growth.

Limited by an outdated system

Provident's customer service team handles a range of customer activities, e.g. inbound queries, telesales, debt collection, and complaints. However, their operations relied on several, uncoordinated on-premise systems which impacted agent productivity.

The inefficiencies of their incumbent system included:

- ❖ **Ineffective, manual dialing** wasting up to 30 seconds per call
- ❖ **Unable to handle high call volumes** as teams dealt with both inbound and outbound calls which frequently fluctuated
- ❖ **Frequent system downtimes** e.g. due to power outages
- ❖ **Agents weren't able to work from home** due to an on-premise system

Challenges

- ❖ On-premise solution not fit for purpose
- ❖ Ineffective high volume call handling
- ❖ Manual dialer impacting productivity
- ❖ Frequent system downtime
- ❖ No work-from-home capability

Solution

- ❖ Migrating to the cloud
- ❖ Predictive dialer to boost talk time
- ❖ Ability to quickly switch between functions
- ❖ IVR to automate customer comms
- ❖ VCC Live Pay for instant phone payments
- ❖ Real-time dashboard of KPIs

Results

- ❖ Completely modernized and tailored solution
- ❖ Significantly improved resource management
- ❖ Catalyst for smooth operational growth
- ❖ Immediate increase in productivity
- ❖ Full remote work capability

Evolving through our contact center solution

Provident wanted to migrate to a cloud-based solution with a host of features to ramp up their capabilities. VCC Live was the preferred choice because:

1. The **predictive dialer** was pivotal for Provident as no manual dialing is required and talk time can reach up to 49 mins per hour - surpassing previous levels
2. As a multi-activity contact center - Provident saw huge use potential for other features- e.g. **interactive voice response (IVR)**, **voicemail detection**, **real-time KPI dashboard**, and **VCC Live Pay** (phone payment)
3. The platform allows agents to **instantly switch between functions** e.g. predictive dialer to handling inbound customer calls
4. As the migration to VCC Live's platform would be significant, Provident valued the **fully customizable** aspect of our software and that it can be easily **self-managed** in a completely user-friendly way

"One major advantage of VCC Live is that it's not only easy to use but also easy to customize. The predictive dialer can be fine-tuned with only a few clicks, we can easily create our own IVR trees from scratch, and even add new menus later without having to rely on the IT department."

Attila Domján – Planning and Forecasting Manager **Provident**



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Driving improvements across the business

Following continual account management reviews, we've learned that Provident has **completely modernized their processes** with a more cost-effective solution that allowed them to speed up activity and boost agent productivity.

A big achievement was the **growth of outreach capability** through using our predictive dialer function and also diminishing unnecessary agent work. In combination with VCC Live Pay, the firm also saw their **debt collection rates increase** and **customer experience improve** by offering a simpler payment option.

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"After we had started to use the predictive dialer, we almost immediately saw a 5% increase in agent productivity, which we have been able to further increase since then."

Attila Domján – Planning and Forecasting Manager **Provident**

Provident has **significantly improved resource management** through enabling an agile workforce that can instantly switch between activities when required. They also **set up a secondary site** in Szeged, Hungary, in less than three months - with the agility and scalability of our solution being a key factor in achieving this.

"With our on-premise solution, we needed an engineer who was responsible for system maintenance. With VCC Live, however, we can save on this cost, as the system is so easy that we can change settings ourselves without involving a third party or even IT. Furthermore, as we moved to the cloud, we were able to stop using a lot of physical equipment."

Viktor Funtek – Senior System Analyst **Provident**

Finally, our cloud-based platform **enabled full remote working** during the pandemic, allowing agents to work from anywhere.

"We needed to quickly switch our 2,000 employees to a remote working environment, but thanks to VCC Live's cloud-based solution the process went very smoothly, from one day to the next."

Attila Domján – Planning and Forecasting Manager **Provident**