

Case Study | RIM



RIM Services for Communication Service Provider

About Client

Leading communication service provider in USA. A market leader in providing interpretation and translation services using various customer contact channels by leveraging the power of contact center technology and multilingual interpreter talents.

Technology Used

Kibana, inContact, Loupe, SolarWinds

Business Benefits

- Well documented SOP
- 24 x 7 throughout the year for the 9000+ interpreters.
- Increased service efficiency to interpreters.

Business Challenges

- Unable to form a support team during US off-hours, which resulted in frequent breach of SLAs
- Lack of data visualization / business intelligence reports
- Lack of SOP documentation

Solution Provided

- Onsite – Offshore Engagement Model with effective communication plan
- Formed an offshore team with Shift Roster to cover US PST off-hours and 3 shifts during weekends
- Business Continuity Plan in place

