

Call Center Industry



Facilitated the opening of two additional 400+ agent locations with no increase to IT budget

Helm Partners are a strategic consulting firm providing detailed analytics, market-driven intelligence, and dedicated resources to quickly and effectively deliver value in the telecommunications space.

Client Profile

- Eight primary carriers
- 12 active call center location across the U.S., Caribbean, and Central America

Challenges

- Impending renegotiation with carrier with limited internal time to focus
- No central repository detailing all services and costs company-wide
- Double digit growth over a five year period
- Limited time and resources to explore alternate service delivery options
- No dedicated resources to audit invoices

Process

- Aggregated carrier invoices and validated versus accounts payable data
- Designed optimized and upgraded network solution
- Created phased recommendations for implementation accounting for contractual obligations
- Lead the implementation team and process including turn down of unneeded services
- Completed monthly audits of invoices to confirm proper service costs and savings capture

Results

- Achieved 17% cost reduction
- Upgraded services and increased bandwidth
- Opened two new 400+ agent locations with no increase to IT budget

What our clients are saying:

"Your tiered implementation approach allowed our Team adequate time to evaluate your proposed course of action and support implementation when the timing fit our needs."

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"Because of the successful management of the relationship, services, and expenses by this partnership, I highly recommend Helm as a service provider..."

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"I highly recommend your services to any organization looking to augment an existing team with a results-oriented firm focused on continually delivering value."