



Alpine Access keeps financial services client in the green.

The financial services industry has complex regulations governing interactions with customers to protect their privacy. When a major expansion with one of our financial services clients caused our compliance metric to dip, Alpine Access reacted quickly to improve quality and protect both our clients' brand and the customers' privacy.

"I've been managing other vendors for the last 12 months and today I saw more data than any of the other sites combined have shared with me in the past year; Alpine is focused on the right metrics."

*Director of Home Based Servicing
Alpine Access Fortune 50 Client*

One of the world's largest and most brand-conscious financial services organizations trusts Alpine Access with their customer care. In a typical month we take over 175,000 customer calls and consistently remain in the top-third of their challenging performance metrics.

PROBLEM

In 2008, Alpine Access completed a substantial ramp-up with our client. We monitor compliance results on a daily basis and noticed that the numbers for this program were beginning to hover below our performance threshold after the launch. We know how important compliance is to our client and took action immediately.

SOLUTION

Alpine Access quickly responded with a proprietary, multi-tiered process based on Six Sigma methodology, developed to address quality issues in a methodical and effective way.

First, we conducted a root cause analysis to identify primary issues, which revealed new Customer Care Professionals (CCPs) and different call types were impacting our ability to meet our compliance goals. Once the problem was identified, we provided retraining to address the compliance issues as well as conducted mandatory review sessions for those CCPs experiencing errors. In addition, we held one-on-one coaching sessions between CCPs and QA specialists and sent daily communications highlighting the most common errors. The final step in our process was to review exemplary calls and to provide incentives for improved compliance scores.



“Our multi-tiered approach to solving the compliance issue resulted in quick improvement. By attacking the problem from different angles, we instilled confidence in our client that we knew how to solve this operational challenge.”

*Client Services Director
Alpine Access*

RESULTS

Alpine Access quickly saw results from our quality improvement process, and we have since remained at or above our performance metric.

After solving the initial problem, we constantly monitored and evaluated our success relative to others in the network. We accomplished this through:

- :: Monthly performance reviews, including historical trends and identification of new issues
- :: Required review sessions for CCPs with repeat errors
- :: Periodic communication of compliance-related topics
- :: Uprtraining and retraining CCPs on new and changing requirements

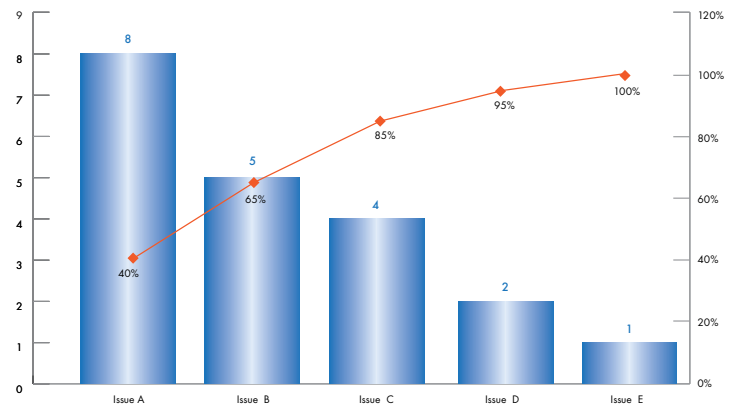
A FOUNDATION OF QUALITY

Alpine Access takes performance management and continuous improvement seriously, because we know it only takes one bad customer experience to change the perception of your brand. We partner with our clients to implement process improvements and quality assurance programs that foster a culture of continuous improvement. At Alpine Access, a foundation of quality supports the trust built between our company, our clients and their customers.

HEAR THE DIFFERENCE

Alpine Access doesn't just raise the bar, we take your brand to a whole new level, with superior employees providing the best customer care available. Call us today to hear what Alpine Access can do for you!

COMPLIANCE ERRORS



COMPLIANCE RATE

