BPO

Achieved a utilization rate above 95% across multiple channels using livepro KMS

↓
21%
AHT Reduction

✓
98%
of staff felt that livepro made their job easier

The Challenge

TSA Group, one of Australia's prominent call center outsourcing providers, embarked on a 12-month journey to introduce an effective knowledge management strategy, supported by a robust KM system. This decision was brought about due to the challenges TSA faced in their existing approach to knowledge management. As a BPO that serves multiple clients, TSA had been struggling with inconsistencies across various lines of business; relying on a document management system like SharePoint led to significant challenges in creating, storing, and managing knowledge effectively.

The key challenges that led to TSA seeking out a fit-for-purpose KM solution:

- The existing system was not scalable, had limited search functionality and hindered the effectiveness and productivity of their knowledge ecosystem
- Teams were required to access knowledge from disparate systems and
- The document system did not provide direct answers to team members, requiring new staff to achieve a level of competency to know where and how to access knowledge

This resulted in:

- Higher AHT, even for experienced staff who must follow cumbersome processes to surface knowledge
- An over reliance on leaders and support networks to resolve queries
- A longer competency glide-path and lower staff engagement, which could lead to higher attrition

After an extensive RFP process to carefully evaluate potential systems from around the world, livepro emerged as the preferred choice to address TSA's knowledge management needs.

The Objective

With these challenges in mind, TSA Group's initial goals were:

- To introduce an easy-to-use single source of truth, quality content and effective governance system
- System utilization rate of 90% or above
- Drive positive results in operational targets and KPI's with the KMS - increase efficiency, reduce support requirements and increase speed to competency

> " *TSA Group decided to partner with livepro due to the system's intuitive design, easy customization and ability to manage in-house.* "
>
> **Samantha Duffy**
> Group Manager, Training, Knowledge & Process

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live pro

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The Outcome

In the 12 months since implementing livepro, TSA Group was able to successfully deliver tailored Knowledge Management services to nine of their clients from different industries and with varying requirements and success measures.

To date, TSA Group has achieved fantastic outcomes, including:

- Utilization rates of 95% and above across all channels utilizing the KMS

New starters utilizing the livepro, there was:

- A 58% reduction in time to locate the required knowledge
- A 75% reduction in the average number of clicks it took to reach the required knowledge
- 17% reduction in the use of support services

Establish Team Members utilizing livepro, there was:

- A 32.5% reduction in time to locate the required knowledge
- A 65% reduction in the average number of clicks it took to reach the required knowledge

What's more, TSA Group also report a decline in AHT that correlates with increased system usage. During a trial period they saw a 21% improvement in AHT across all tenure groups that accessed the KMS compared to those who did not access the system.

The new strategy and KM system's success are also evident in user sentiment:

- 92% of users reported a high level of confidence in using livepro within the first two weeks of implementation
- 98% of users that responded to an engagement survey stated that they felt that livepro makes their job easier to perform with 22% saying they couldn't live without it

> " *livepro has proven themselves to be experts in the KM Field and are as passionate about improving customer experience as we are.* "
> - **Samantha Duffy**, Group Manager, Training, Knowledge & Process

About livepro

For over 20 years livepro has been the leading provider of premium knowledge management to award-winning customer service centers. Organizations from every major industry all over the world trust livepro to help them improve customer experience, reduce costs, engage employees, ensure compliance and offer management insights. At livepro, we pride ourselves on having the system that is the easiest to use, easiest to manage and a team that is the easiest to work with – always.