NICE · CXone

Webhelp

Customer Profile

Business process outsourcer

Website

www.webhelp.com

NICE CXone Solutions

- CXone Omnichannel Routing
- Email
- Chat
- SMS for CXone
- CXone Open Cloud Foundation
- CXone Analytics
- inView™ Performance Management for CXone

Results Achieved

- Achieved greater visibility into key KPIs
- Reduced maintenance and upgrade costs
- Satisfied customers' expectations for multi-channel support
- Realized economies of scale

On NICE CXone

"NICE CXone is a very important part of our cloud strategy."

Per Valik
CIO/CTO
Webhelp Nordic

Webhelp Nordic Drives International Growth with NICE CXone

About Webhelp Nordic

As a global business process outsourcer (BPO), Webhelp Nordic services five countries: Sweden, Denmark, Norway, Finland and Latvia. Per Valik, CIO/CTO of the company explains, "Webhelp Nordic has about 30 clients for whom we handle customer service including leading global brands in the retail, streaming media and insurance industries. We are also one of NICE CXone's most successful partners in EMEA."

With NICE CXone, Webhelp Nordic can deliver an outstanding customer experience including offering support in four different languages, supporting multichannel options such as social media and chat and tracking success using key performance indicators (KPIs).

The Challenge

On-premises system was inflexible and difficult to upgrade

Before NICE CXone, however, Webhelp Nordic used an on-premises solution that was very complex, heavily customized and difficult to upgrade. "We had nine different instances of the on-premises system, which made it very difficult to maintain," says Per. "Rather than making an enormous investment to upgrade it, we decided to switch to a cloud solution. We evaluated different vendors and choose NICE CXone."

The Solution

Supporting multi-channel across different languages

Webhelp Nordic's team of 1,000 agents on NICE CXone offer support in four languages, so they needed a cloud platform that supported both multi-skill and multiple languages. They also required multi-channel functionality. "The Nordic countries are early adopters," explains Per. "Our customers want as many channels as possible such as social media, online chat and SMS. That was part of the reason we chose NICE CXone, and why we left our old, on-premises system. We needed a solution like NICE CXone to satisfy our customers' high expectations for multi-channel support.

Opportunities Identified

Boosting efficiency by routing all contacts through CXone

"In fact," Per continues, "a new client in Norway demanded that all their support channels be routed using one platform. Without NICE CXone, I don't think we would have won that deal. It's been a huge bonus for us, because we route every customer contact through CXone Omnichannel Routing. We've also been able to reduce the number of agents needed to support the customer."

Driving standardized reporting and gamification with CXone Performance Management

As an outsourcer, Webhelp Nordic measures everything in detail to understand what's working and where improvements are required. For over 15 years, they struggled to implement standardized reporting across all their assignments. Per explains, "As a BPO, we can have 30 different assignments across four countries. If we let each location calculate their own metrics, they'll all be different. With inView Performance Management for CXone, all the data flows into the same framework so it's standardized and easy to analyze across all our locations."

"We also utilize inView Performance Management for CXone for all reporting and agent gamification," he continues. "It's a big productivity shifter, because we use it to focus our agents on the right key performance indicators (KPIs). Also, if an agent doesn't achieve a particular KPI, their manager knows exactly how to coach them."

"CXone makes it possible for us to offer our clients a contact center solution that covers the entire globe."

Per Valik, CIO/CTO, Webhelp Nordic

Supporting the entire globe with CXone

Since CXone is a cloud-based platform, Webhelp can easily implement it anywhere in the world. "We have clients in Sweden that have their own customers in Bulgaria, Romania and many other countries. With CXone, it doesn't matter where our clients, or their customers, are located. CXone makes it possible for us to offer a contact center solution that covers the entire globe. We can also offer additional services like international phone numbers and locally-based professional services."

"In fact, we have now moved 1,000 agents off Genesys to NICE CXone, because the advantages are so great to having everyone on the same CXone platform. All of our agents are now 100% on NICE CXone."

Making a positive impact on business outcomes

Per says that one of his favorite things about NICE CXone is feeling like they're part of a family. "We feel like we belong, which is fantastic. NICE CXone has had a tremendous impact on our business including helping us realize the cloud's efficiencies, delivering a positive customer experience across the Nordic region and realizing economies of scale as we grow our organization."