

Complementary document services open up new opportunities for leader in Business Process Outsourcing to drive relationship management.



Convergys is partnering with Xerox to improve the communications “touchpoints” that create a stronger relationship management solution.

Background

When you specialise in business process outsourcing and your company is known for relationship management, you have to be very selective in choosing your own outsourcing providers. Convergys Corporation is a global leader in relationship management, with clients in more than 70 countries speaking 35 languages.

Its back office services enable its clients to manage the increasingly complex and costly care of customers and employees. With more than 80 customer contact centres, data centres and other facilities around the world, Convergys provides 24x7 support and handles all inbound and outbound client paperwork for its clients.

The Challenge

This can be a daunting task as each client typically has 100 different document types and 1,000 different versions to manage.

In 2006, Convergys targeted new ways to continue to improve its operational efficiency and service quality within its Human Resources Business Process Outsourcing (HR BPO) practice. Convergys began a series of process improvement and standardisation initiatives that included a total document workflow around HR forms and processes. Those processes included document composition, document repository, high-speed scanning and document digitisation, enablement of “smart” documents and the integration of documents into the ERP systems.

It envisioned an online forms capability to complement traditional phone-based requests, with a digital repository providing archiving and retrieval of all completed form transactions. To make this vision a reality, it unanimously selected Xerox.

Transforming document processes. Scaling for global growth.

The Solution

To meet Convergys' goals for the engagement, we formed five project sub-teams covering document design, print fulfilment, off-site imaging, hosted repository and records management.

Together, our teams developed a comprehensive inbound/outbound document services solution to support Convergys' employee and client needs. A digital repository contains all of the variable data forms templates, which are merged with customer/client data, and a DataGlyph® is added for tracking as the form moves through the process either in hard copy or digital formats.

Our document design experts applied proven communication engineering principles to consolidate and reengineer HR processing forms. The DataGlyphs embed essential information on each document, creating a "smart" document that is easier to store, retrieve, route and integrate into CRM systems.

Employees can mail or fax their completed documents. The information is integrated into a repository hosted by us and supported by a disciplined Quality Assurance process. Hard-copy HR forms are then printed on demand at its central print facility, fulfilled and mailed to clients.

Xerox is able to provide large-scale, high-volume scanning off-site (with metadata added to facilitate search and retrieval) and records management archiving capabilities (electronic and hard copy) to support the call centre representatives and meet regulatory compliance requirements for Convergys and its clients. Convergys also utilises a third party to deliver other components of the solution, creating faster document turnaround for these time-sensitive documents.

The Results

The new forms process is expected to simplify forms ordering, completion and fulfilment, while also reducing cycle time and overall process costs. Based on a successful implementation of this solution in the Human Resources Management business unit, Convergys hopes to explore extending the solution to its other business units on a global basis.

By helping Convergys manage its Service Level Agreements and providing detailed reporting to its end customers, we became more than a vendor; we became a trusted business partner, helping Convergys respond to its complex RFPs.

In addition, Convergys sees tremendous synergy between its BPO offerings and our Document Outsourcing offerings; we are working jointly to bring new capabilities to its clients in Accounts Payable, Human Resources Records Management and Contract Administration.

Case Study Snapshot

The Challenge

- Business process outsourcing provider with clients in more than 70 countries speaking 35 languages
- Back office services focused on customer care
- Managed more than 100 document types with 1,000 versions
- Needed to totally reengineer a document workflow around HR forms and processes

The Solution

- A comprehensive inbound/outbound document services solution to support Convergys employee and client needs
- Designed a "smart document" form with embedded DataGlyph to facilitate improved storage, retrieval and process integration
- Large-scale, high-volume scanning off-site and records management archiving capabilities
- Integrated DocuShare® Records Management with SAP ERP system

The Results

- Simplified forms ordering, completion and fulfilment
- Reduced cycle time and overall process costs
- Jointly, both teams working to bring new capabilities to clients in Accounts Payable, Human Resources Records Management and Contract Administration

About Xerox Services. Xerox Corporation is a world leader in business process, information technology and document outsourcing services. Our unique combination of industry expertise and global delivery capabilities helps you reduce costs, streamline operational processes and grow revenue while clearing the way for you to focus on what you do best: your real business.

For more information on how we help leading high tech companies, visit www.xerox.co.uk/services.

