



# Success Story

## State Pension Fund– 1 million plus members, \$72 billion in assets

In this engagement, The Comb Group acted upon their optimization and growth plan delivered to this client in Phase 2. The Comb Group designed a single source reporting tool used to consolidate:

- ACD information
- IVR information
- Desktop Tool information
- Behavior information
- Quality Monitoring information
- Recognition information
- Incentive information

## The Comb Group

*Actionable Information, not just reports*

Into a single source, Scorecard View, of performance. This application allowed the agent, supervisor, or center manager to view secured information about performance. Since implementation, supervisors have saved over 25 hours a week in statistics and performance information preparation time and this time is now utilized in coaching of staff and individual development. Call center management now has the ability to answer performance questions in minutes rather than days. Responses to senior staff about service levels and customer issues are answered when asked, not days later.

Timeline: 6 months from design to implementation

## About The Comb Group

The Comb Group is an independent consulting firm. Our organization was formed on one driving notion: there is untapped potential lying within all organizations that when identified, drive significant performance improvement.

The Comb Group services help clients achieve their business goals through planning and execution of projects such as workflow diagnostics, voice over IP migration planning, call center outsourcing strategy, information technology planning, and Balanced Score Card delivery.

*Why The Comb Group? Because you improve your business the same way bees make honey...one comb at a time.*

## The Comb Group

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## Industry Experience

No consultant with The Comb Group has less than 15 years of experience in their specific area of expertise. Our practices traverse a broad array of industries including Health Care, Banking, Insurance, the Public Sector, News and Media, and Small Business.