

# Are Your BPOs Meeting Your SLAs?

Many organizations use business process outsourcers (BPOs) to process transactions. The challenge is that reporting on actual throughput, transaction handle times, and service-level agreements (SLA) is often minimal, delivered weekly or monthly, and compiled by hand. This leaves your company at risk for delays in back-end processing.

Tracking work processing end-to-end in house is hard enough. Outsourcing work complicates matters even more. You lose control of the work item and get very little insight into how work is processed at the BPO. Can you confidently say your BPO:

- Is providing actual task completion times so you can build accurate demand forecasts?
- Has assigned the right number of resources to your account to process the work?
- Is getting the work done accurately and on time, meeting your SLAs?

If you aren't fully confident in any of the above, you are not alone. It is very difficult to get measurable insights into how work is processed at BPOs—until now. [Verint® Operations Productivity™](#) is an innovative, cloud-based solution that can help you and your BPO connect data, systems, and processes to create an accurate demand forecast. Here's how it works.

## Operational Visibility and Control

Verint Operations Productivity becomes the clearing house for work processed at your BPOs. Regardless of system of record, employees check work in and out of the solution's dashboard. Data is converted into measurable metrics to give you a complete view of all work being processed.

The dashboards can enable you and the BPO to identify behaviors creating controllable delays, such as:

- A lack of employee focus or time spent in production work
- Slow processing times in comparison to average handle times
- Work sitting in the pending queue too long

Having data-driven insights can enable the BPO and you to have productive discussions on ways to improve throughput and SLA achievement.

## Accurate Demand Forecasts

Without knowing what work needs to be done, it is impossible to plan for resourcing that is required. With Verint Operations Productivity, you can capture key metrics on the work, including:

- Work volumes, both new and backlog or carryover work
- Handle times by work type and individual, as well as aggregate across all processors
- Work status (in queue, in process, pending, completed)

These metrics can enable you to convert the data into hours needed to complete the work and create a more accurate demand forecast, for both the short- and long-term resourcing.

## Turnaround Times / SLAs

Clients leverage BPOs to process work and customer requests faster and for a lower cost. But if your turnaround times for end-customer delivery are being missed, the value of working with a BPO diminishes.

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# Executive Perspective

With Verint Operations Productivity, BPOs can monitor work across teams and systems, including the aging of the work. As a work item nears its SLA, it can be flagged as at risk. The manager can then reassign the work item to ensure it is completed within its SLA/promised turnaround time.

## Automated Reporting

At the heart of the issue is reporting with clear metrics that keep the client and BPO informed about the status of work, and if work is meeting their turnaround-time SLAs. Within Verint Operations Productivity, managers have dashboards that clearly show:

- Current work volumes, status of work, and work aging
- Number of completes/throughput
- Number of hours of work left to be done
- FTE numbers required to get the work done
- Current availability/capacity (planned resources vs. actual)
- Task SLAs

This is an important distinction. It's not the number of items left outstanding, but rather the number of hours of work left to be completed. The hours-to-complete metric makes it possible to easily translate volumes into number of resources needed to complete the work.

Data and metrics from Verint Operations Productivity can be extracted into your business intelligence tool of choice to customize the reporting and further analyze the data.

## Benefits

Having a comprehensive operational dashboard in Verint Operations Productivity helps all levels of the client/BPO partnership.

- BPO employees benefit from a single dashboard to view their work, eliminating time spent searching or waiting for work to be assigned.
- The BPO benefits from a unified, automated reporting mechanism that helps improve communication with clients, ensure SLAs are met, and create a competitive differentiator.
- The client benefits from accurate reporting on the status of work items and SLA achievement.
- The end customer benefits from work completion vs. expectation.

Verint Operations Productivity is part of the [Verint Enterprise Workforce Management™](#) category of solutions. Purpose-built for the complex, back-office processing environment of customer support operations, these solutions provide real-time data to help manage operational efficiency, compliance, and employee effectiveness, and simplify the orchestration of work.



Learn more at  
[www.verint.com](http://www.verint.com)

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