



Region

Asia Pacific



Solutions

Verint® Enterprise Recording™

Verint Quality Management™

Verint Application Triggers™

Verint Application Visualizer™



Industry

Business Process
Outsourcing

Results

- Automated compliance and analysis for better service quality, workflow optimisation, and elevated agent and customer experience.
- Fully redundant failover in a high-availability architecture to ensure SLAs can be maintained in the event of data centre failure.
- Futureproofed operations through a platform that integrates seamlessly into other analytics tools and business intelligence platforms.

Opportunity

Everise is a customer experience (CX) transformation partner that offers sophisticated business process outsourcing services for all stages of its clients' customer lifecycles. Through omnichannel and AI-powered technologies, it manages a worldwide distributed workforce spanning seven countries, including the United States, Guatemala, Ireland, the Philippines, Singapore, Malaysia, and Japan.

Everise achieves sustainable growth for its clients through the provision of high-performing customer, product, home, and digital experience solutions. In addition to multilingual, omnichannel customer care and back-office support, it also provides complementary outsourcing services such as pre-release product field and beta testing, fraud detection and prevention, and community and content moderation. From Fortune 500 companies to high-growth tech start-ups across several industries, Everise is a trusted partner to many.

With its legacy call recording platform deemed end-of-life in 2019, Everise needed a replacement platform to manage its vast volume of approximately 2.4 million interactions per month, as well as seamlessly integrate with its existing business intelligence and workforce management tools.

"We required a scalable platform to support both our growth and our clients' CX transformation goals," shares Ganapathy Subramaniyan, chief information officer at Everise. "Verint's solution was easily the most cost-effective out of all the products we evaluated. That, and its potential to extend capabilities through APIs, really helped in the decision-making process."

Solution

In addition to implementing Verint® Enterprise Recording™ to manage its client communications more seamlessly, Everise also deployed Verint Application Visualizer™ to help improve agent productivity and capacity through the analysis of employee desktop activity and workflows in real-time. As a result, managers now have the right visibility and operational insights to improve and optimise workflows. Unnecessary or time-consuming steps can be identified for removal or automation, easing bottlenecks, shortening call times, and elevating both agent experience and CX.

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– Ganapathy Subramaniyan, chief information officer, Everise



The Verint software also helps Everise ensure proper compliance in accordance with its clients' requirements. For example, Verint Application Triggers™ enables automated pause and resume of call and screen recordings based on customisable parameters. With the solution, Everise can automate the avoidance of sensitive data capture, which is a much more scalable and accurate approach as compared to traditional, manual compliance management.

After the selection of Verint was finalised, Everise went live with the Verint Workforce Engagement™ solutions in under four months. Today, the company is utilising the Verint software across approximately 4,000 agents and 100 back-office personnel worldwide, handling an average of 120,000 interactions daily.

Benefits

Verint's solutions, all part of Verint Customer Engagement Cloud Platform, have delivered significant business and technical value to Everise's operations. With Verint Application Triggers, Everise's clients have the confidence that the company's internal procedures and external regulations are adhered to by agents. This gives Everise an edge by bolstering its trustworthiness as a third-party service provider, especially for partners in high-risk industries such as financial services.

In addition, with Verint Application Visualizer, Everise managers now have access to real-time insights to understand and eliminate process bottlenecks, variations, and missed steps more effectively. This visibility helps the managers drive better consistency in service quality while identifying opportunities for coaching or training.

The Verint technology is also robust enough for Everise to provide clients with close to 100 percent call recording requirements, resulting in decreased operational risk and increased support for business continuity. The high-availability Verint Enterprise Recording provides full redundancy protection and ensures that, even if unexpected downtime occurs, the business can still maintain SLAs through automatic failover to another data centre.

Another value-add of the Verint software is its capacity for scalability, extension, and futureproofing. "The Verint Enterprise Recording platform is extendable to a wide host of other systems such as speech analytics, data analytics, and workforce management, as well as our own business intelligence and agent intelligence platforms," explains Subramaniyan. "The shared expertise of Verint's professional services team was crucial in delivering a fully-redundant, highly-available platform that meets our needs."



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