

## Case Study: Service Desk Outsourcing

### NATIONAL INDEPENDENT FINANCIAL SERVICES COMPANY

- Over 250,000 field agents across the U.S.
- More than two million clients nationwide
- Over 4 million lives insured
- Growing revenue at a rapid pace
- Rising operational costs
- Increasing challenges in retaining agents



This leading Financial Services Company was growing at above industry average rates. Offering a broad array of top level financial services to clients across the country resulted in amassing over two million clients. The resulting requirements to service those clients' needs and the needs of the agents that supported them were overwhelming. They needed some help...

*Bell Techlogix has delivered exceptional service and more importantly, they spend our money like it's their own..."*

*Associate Vice President  
of Field Services*

### BUSINESS CHALLENGE

Delivering top notch service for a field force of over 250,000 agents across three time zones is a daunting task...and expensive, if you don't have the tools and infrastructure to support it.

Challenges the client faced:

- Escalating operational costs of personnel, training, systems and technology tools
- Addressing the fast paced requirements of supporting a nationwide mobile field force
- Maintaining the consistency in service levels and stringent SLA achievement required to maintain the loyalty of independent agents

### A POWERFUL SOLUTION



- Tier I and Tier II support for agents
- Hardware / software technical support
- Technical applications support for web portal and desktop applications
- Mobile devices service desk support
- Front end billing support for clients

### MEANINGFUL RESULTS



- Outsourcing Tier II support reduced overall service delivery costs by 25%
- Increased first call resolution rates for 45% to 93% in the first year of service
- Extended hours of coverage improved client satisfaction and agent
- Stabilized agent retention rates

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