

Insite helped a home automation company improve their workforce management and save over \$4.5 million.

Founded in 2010, this home automation company launched its first automation product in 2011, the learning thermostat. Since then, it continues to introduce new smart products, such as a smoke & carbon monoxide detector, cameras, and light bulbs. As it expands into the home automation space, the company focuses on making products simple, human, and thoughtful.



21%

Reduction in
Negotiated Labor Rates

\$4.5M

in Savings for
the Company



Challenges

For product support, this company contracted multiple BPO partners to handle customer service and technical assistance interactions. Workforce management processes and technologies spread across both internal staff and these partners. Customer satisfaction and other results did not meet goals and expectations. The company sought to rapidly improve these outcomes by initially outsourcing to a current vendor and later redelegating these WFM tasks to the in-house team. The company partnered with Insite to expedite the timeline, assist with the RFP/selection process, optimize WFM solutions, and save money while doing so.



Solutions

Insite supported this company throughout its RFP process by setting up and administering an RFP to its existing vendors. We began by drafting an RFP containing details around outsource roles, including:

- Staffing structure
- Vetting capabilities and experience
- Accommodating technical support with long call times and multiple support levels
- Hand-off processes
- Supporting multi-vendor environments
- Optimizing organizational and communication structures
- Incorporating workforce management and telephony technologies
- Creating an implementation approach

Throughout this process, Insite used several proprietary tools:

- Cost Modeling Tool
- Invoice Template Tool
- Scoring Tool
- RFP Template
- RFP Q&A Tool

As proposals returned, Insite provided feedback on:

- Relationship, proposal, and pricing strengths and weaknesses
- Overall scoring
- Pricing benchmarks using data from over 650 Insite partner companies
- Technology recommendations

After vendor selection, Insite continued assistance by standing up the BPO according to the contractual obligations regarding its workforce management responsibilities.



Results

Insite helped save our client over \$4.5 million through improved WFM process and a 16.2% reduction in negotiated labor rates!

If you would like to learn more, contact us at connect@callinsite.com

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