



Consolidation Feasibility Study

To evaluate the merits of contact center consolidation

Combining several diverse or geographically dispersed contact centers into a smaller number of highly efficient, tightly integrated operations can improve customer service, enhance customer loyalty, increase revenues and greatly reduce operational costs. But how do you know if consolidation is right for your company? A Consolidation Feasibility Study will give you the information needed to make an educated decision regarding the merits of contact center consolidation.

Your Consolidation Feasibility Study will include:

Operational Feasibility: Amtech will evaluate the business processes that are required to support each of the call center functions. This will include the workflows, tasks, call handling processes, data handling procedures and reporting/analysis functions. The objective is to determine which, if any, of these processes can be handled through a consolidated operation.

Amtech will also evaluate the agent knowledge, skills and abilities at each contact center to determine if they can be re-organized under a consolidated operation.

Technological Feasibility: Amtech will evaluate the technology required to support each of the contact center functions to determine how they can best be utilized in a consolidated operation. This will include specification of any new technologies that will be needed to support consolidation.

Financial Feasibility: Amtech will evaluate the total cost consolidating the contact centers. This may include site acquisition, facility build out or expansion, other construction costs, personnel costs, projected operating budget, etc. These costs will be compared to the current operational costs of the multiple sites.

Political Feasibility: Amtech will analyze the potential political issues relative to consolidating your contact center functions. This may include data security issues, management's preferences and HR policies.

Feasibility Report Amtech will fully document all of the above to provide a comprehensive Feasibility Study Report that identifies the merits of consolidation. The Feasibility Study Report will provide the information you need to make an educated decision about the contact center functions that are feasible to combine into a smaller number of sites.



**Call Amtech Marketing to determine the merits
Of consolidating your contact center functions.**

Call today: 888-546-4844

303-814-1379

www.amtechmarketing.com