



Consolidation Initiative

For efficient and effective contact center consolidation

In today's economy, it is imperative that management takes advantage of every opportunity to maximize call center productivity and reduce operational costs. 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. The key challenge in a Consolidation Initiative is project execution. A successful Consolidation Initiative requires the following elements:

- A well-defined vision with realistic goals and objectives
- Top-down, cross-functional commitment to change
- Powerful, skillful and efficient project management
- A focused project team with authority
- Continuous learning and improvement

Amtech Marketing's *Consolidation Initiative* provides the skill and expertise to efficiently and effectively guide your consolidation project through each of the elements listed above. Amtech's *Consolidation Initiative* is designed to methodically assure the success of your Consolidation project and can include the following steps:

Phase 1: Feasibility Study/Blueprint Development

1. Current Situation Diagnostic
2. Preliminary Business Case Development
3. Consolidation Strategy Blueprint Development
4. Customer Contact Work Flow Definition
5. Business Case Finalization
6. Project Implementation Plan Development

Phase 2: Implementation

1. Site Selection & Facilities Build-out
2. Technology Provisioning, Testing & Acceptance
3. Organizational Build – HR Elements
4. Process Implementation & Training
5. Transition Plan & Project Management

Experience the value of an Amtech Consolidation Initiative:

- Powerful, adroit project management for efficient consolidation execution
- Contact center expertise for world-class design and effective deployment
- Project cost reduction through state of the art technology designs and expert vendor negotiations
- Minimal customer impact through proven cutover strategies.



**Call on Amtech Marketing to powerfully facilitate
your call center consolidation project.**

Call today 888-546-4844

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