

Transcom Leverages Dizzion Desktops to Support Work@Home Agents

Transcom



Making Large Scale Work at Home Possible

Transcom, a global provider of customer care outsourcing, has more than 29,000 agents. While the business process outsourcer has 52 contact centers, one particular client decided to take a route better suited for its needs: work at home agents.

"We have a telecom client that is strictly work at home," said Brent Hernandez, a Technical Account Manager at Transcom. "The agent base that we provide for them is 100% remote and provide their own PCs."

Anywhere from 300-400 agents are located in 34 states through the United States and need access to the client's cloud contact center platform and unified call delivery vendor, Five9, while meeting strict PCI compliance standards for payment card data collection.

The Challenge

With a remote user base working on personally owned computers, providing the agents access to the client's contact center and call delivery system while maintaining security of customer data posed a challenge. The issue hit a tipping point when Windows XP started being phased out.

"We run a PCI compliant campaign for this client, so Windows XP suddenly became unacceptable," Hernandez said. "Our home-based agents would have had to update, but the system requirements were very demanding. It wasn't feasible for 75% of our user base to go out and buy new high end computers to support the updated requirements."

For Transcom, providing work at home agents with computers was going to be too complicated, time consuming and expensive.

"The reason we went BYOD was to avoid the nightmare of sending out physical hardware and equipment to these agents, getting it back, and making sure it's updated, making sure we can troubleshoot effectively," Hernandez explained. "Going BYOD allows us to put some of the responsibility back on the agent, but we still supply the secure virtual environment."

In-house managed virtual machines didn't solve the problem either.

"Before Dizzion, we were using virtual machines that weren't cloud based. The service desk would connect remotely with the agent and install a 6-7 GB virtual machine," Hernandez said. "Especially for agents with lower bandwidth and internet connection, it could take 6-7 hours to download. We would eat the cost in productivity for that first install, but if the VM got corrupted, the agent would be down for an entire shift while we reinstalled a new virtual machine."



ABOUT TRANSCOM

Transcom is a global customer experience specialist, providing customer care, sales, technical support and collections services through our extensive network of contact centers and work-at-home agents.

Transcom has 30,000 customer experience specialists at 52 contact centers across 20 countries, delivering services in 33 languages to international brands in various industry verticals.

Learn more at www.transcom.com.

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ABOUT DIZZION

Established in 2011, Dizzion, Inc. is a global provider of end-user computing services, including cloud-delivered Desktops as a Service (DaaS), paired with complementary offerings like secure endpoints, application delivery and storage.

The company is delivering the next generation of virtual desktop solutions to meet the demands of a remote global workforce in industries with stringent security and compliance needs, including business process outsourcing, financial services, healthcare and insurance. Dizzion's mission is to enable users to securely access applications and data from any device, anywhere increasing mobility and productivity.

To learn more about Dizzion, visit www.dizzion.com.

The Solution

Realizing Transcom needed to find a solution that would work for them, the client and the home agents, the company turned to desktop as a service.

"Dizzion was the direct answer to some of the bigger issues we had with home agents and BYOD," Hernandez said. "Dizzion allowed us to very quickly roll out a solution that didn't have the same demanding requirements."

The Results

Transcom is now able to support home agents across the country and quickly add new agents as needed. The most significant change is that setup time has been drastically reduced and agents do not need expensive devices.

"The service time drastically decreased from 6-7 hours to 15 minutes," said Hernandez. "Implementing Dizzion also let us keep our wide hiring pool. Our agents still had to get off XP, but they didn't have to go out and buy a whole new computer, it was just a software update."

The home agents are able to use personal computers while maintaining the security measures required by PCI compliance and Transcom's client.

"Dizzion has developed custom scripts for us, which has allowed us to implement security and other client tool requirements that we need," Hernandez said. "Plus, we get the peace of mind of getting a consistent environment. Whatever changes agents make on their host PC, it doesn't affect anything with the Dizzion desktop."

"Being able to be competitive while having a huge hiring pool and supporting BYOD with the Dizzion solution has really worked for us."

- Brent Hernandez, Technical Account Manager, Transcom

Top Benefits

- Reduced agent implementation time from 6-7 hours to 15 minutes
- Ability to reach wide hiring footprint and allow agent BYOD
- Maintain application access and PCI compliance without investing in high end computers
- 24/7 support which allows Transcom to support its 24/7 client
- Integration with the client's cloud contact center platform and call delivery vendor of choice, Five9

