

Dizzion Enables Outsourced Customer Care for Vivint Smart Home



Scaling for Aggressive Growth

Vivint Smart Home, the leading smart home services provider in North America, has taken the security and smart home industry by storm, making a name for itself by designing innovative products and offering superior customer care.

“Part of what makes us unique is that we design our own products to create the value proposition that customers want,” said Norm Nelson, senior director of Customer Experience at Vivint Smart Home.

Vivint has more than one million customers and continues to grow rapidly, requiring a drastic scaling of the company’s customer experience and technical support teams. Nelson knew that meeting the growth plan would require the right approach and technology.

The Challenge

To accommodate the company’s aggressive growth plan, the organization’s customer experience division needed the ability to scale quickly and expand its pool of talent. Vivint implemented a two-pronged approach to meet the demand by implementing a work-at-home program and onboarding an outsourcer to help handle customer service calls.

With this approach, Vivint needed to maintain tight control over its data as it expanded the number of agents who have access to the private information.

“Security is important because our teams handle customer data; as a result, we have strict security policies and controls,” Nelson said.

Onboarding an outsourcer to handle customer service calls was also a new venture for Vivint and the company was looking for ways to make the expansion go smoothly.

The Solution

In addition to working with a business process outsourcer (BPO), Vivint relies on Dizzion for a virtual desktop solution that helps the organization maintain control of its data as the agent base expands.

“We ran the Dizzion solution through our security team to make sure it met our specific requirements,” Nelson said. “Dizzion was able to answer all of our security questions and actually exceeded our security requirements in some cases.”



ABOUT VIVINT SMART HOME

Vivint Smart Home is the leading provider of smart home services in North America. Vivint delivers an integrated smart home system with in-home consultation, professional installation and support delivered by its Smart Home Pros, as well as 24-7 customer care and monitoring. Dedicated to redefining the home experience with intelligent products and services, Vivint serves more than one million customers throughout the U.S. and Canada.

For more information, visit www.vivint.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

In order to move quickly and minimize disruption, Vivint focused on finding solutions that would allow the company to continue using its existing applications and telephony solution and easily extend those components to the company's outsourcer of choice.

The Results

By using Dizzion's fully managed solution, Vivint eased the transition to employing a BPO and allowed new agents to get up and running quickly.

"Dizzion made it easy to stand up our BPO — we provisioned our virtual desktops and golden images relatively easily," Nelson said. "Not having to worry about the technology allows me to focus on our customers."

Vivint simply decided what applications and data its outsourced agents needed access to, then Dizzion created custom golden images to match, taking much of the work off of Vivint's plate.

"Of the entire process of starting to work with a BPO, provisioning our desktops was the most painless part," said Nelson. "The ease of setup added a lot of value because I didn't have to take time away from other tasks to focus on implementing Dizzion."

With the BPO + Dizzion solution in place, Vivint's customer experience department can easily access a wider pool of talent and quickly on-board new agents with secure desktops accessible from any device. The department is now poised to scale with the company and easily meet demand spikes while maintaining the organization's commitment to customer care.

"My favorite thing about Dizzion is that it just works. Our implementation was painless."

- Norm Nelson, Senior Director of Customer Experience, Vivint Smart Home



Top Benefits

- "Painless" implementation that allowed Vivint to get its BPO of choice up and running faster.
- A virtual desktop solution that offers a strong security posture, meeting Vivint's strict security requirements.
- Ability to support agents in a variety of locations, including the call center's work-at-home agents.
- Support for future scaling to match Vivint's aggressive growth plans.