

## Case Study

# The Results Companies

### CUSTOMER PROFILE

Business Process Outsourcing

### WEBSITE

[www.theresultscompanies.com](http://www.theresultscompanies.com)

### LOCATION

United States, Mexico and the Philippines

### BUSINESS NEED

- Scalability to handle growth
- Consistent compliance with varying requirements
- Accuracy across complex work flows
- Rapid, real-time responsiveness

### NICE SOLUTIONS

- Robotic Automation
- Desktop Automation
- Desktop Analytics
- Workforce Management

### RESULTS ACHIEVED

- Processing time reduced from an hour to seconds
- 100% data accuracy
- 24/7 service
- Compliance with multiple data security requirements
- Easy and rapid scalability
- Employee engagement

### ON THE NICE SOLUTION

“Robotic Automation is essentially the complete package—so you can analyze, optimize and continuously improve.”

Richard Carter  
Director of Automation  
The Results Companies



## Onboarding Automation for a Rapidly Growing BPO

### ABOUT THE RESULTS COMPANIES

The Results Companies is a global business process outsourcer, providing inbound and outbound customer experience solutions for Fortune 500 companies. The company provides a full range of services, including customer service, acquisition, enrollment, retention, membership support services and transaction processing, as well as outbound sales and retention campaigns.

The Results Companies serves its worldwide clients with 26 contact centers in several locations in the United States, Mexico and the Philippines. These award-winning centers provide innovative, customer-focused contact solutions, supported by a multilingual staff of over 18,000 agents (out of over 22,000 total employees). Annual contact volume across The Results Companies contact centers is approximately 90 million interactions of all kinds.

### THE CHALLENGE

Within a period of just five years, The Results Companies grew tremendously, both in clients and company size. Every growth spurt has the potential to cause issues with processes that do not keep up with the increasing pressure, because they were designed for a much lighter load. Naturally, this is especially true for processes that are primarily manual.

## Case Study

One of the areas in which the rapid changes were felt was in employee onboarding and offboarding, especially due to the nature of The Results Companies' business model. Call center employees are dedicated to working with specific clients, which means that the demand for staff can change based on either internal contact center decisions or client needs. Management of onboarding and offboarding, therefore, must account for an employee joining or leaving The Results Companies, as well as for an employee getting assigned to or reassigned among specific clients. This creates added complexity, as each client has their own requirements regarding these processes, alongside The Results Companies' own protocols. An especially sensitive issue arises when an employee ceases handling a client's services, as there are both technical and security vulnerabilities until the employee's access permissions and email accounts are revoked. Therefore, clients need to know immediately about staff changes for reasons of business security.

The Results Companies had a full-time staff of about 12 people in Mexico handling all onboarding and offboarding across the company. They were using homegrown solutions that were heavily manual and required constant updating. It was quickly becoming apparent that the increasing workload also increased vulnerabilities in several key aspects of onboarding and offboarding management, such as speed of service, accuracy, compliance with varying standards, and human error.

As the company grew so fast, there was a need for improvements that would overcome the challenges posed by exponential complexity.

### THE SOLUTION

The Results Companies team determined that automation was the optimal solution for streamlining processes that had become too cumbersome or unstable due to the company's rapid expansion. The most prudent immediate

course of action was to begin by automating an internal process.

The Results Companies decided to automate the onboarding and offboarding of employees. This meant designing robots for instant removal of agent access across all systems the agent had been using and for adding agents where necessary. The robots would have to have sufficiently robust customizable functionality to handle an array of specific requirements and systems.

For maximum benefit, it was determined that the solution would be unattended automation of the selected processes. Similarly, scalability and sustainability were important, considering the company's growth trajectory. The automation team did not want to be forced to revamp the robots or call in the vendor every time changes were needed.

### NICE Was the Natural Choice

NICE Robotic Automation met all those requirements. In addition, The Results Companies had six years of positive prior experience with NICE Workforce Management, and recognized NICE's commitment to its customers and its supportive approach.

Deployment was easy, according to the Director of Automation for The Results Companies, Richard Carter. NICE provided a roadmap of clear steps up front, with which we determined processes for automation and NICE created the robots to match.

"It was by far the easiest and cleanest install I've ever done," Richard said. "And I've done at least four installs with robotic process automation software."

### Great Results at The Results Companies

Implementation of NICE Robotic Automation had an instant and direct impact.

The onboarding and offboarding processes, which took an hour each time using the previous system, are now accomplished essentially instantly. Scaled out to the entire clientele, robotic

automation could therefore save The Results Companies a full month in processing time.

NICE Robotic Automation has also ensured full accuracy across the relevant systems in the targeted processes. Human error in routine and repeated data entry has been eliminated.

Robots need no work breaks, nor are they limited by time zone, so on- and offboarding services are now 24/7.

As the robotic process automation ensures instant and complete offboarding for employees, The Results Companies' customers are more secure. The automation is completely compliant with their business security needs, as well as with internal protocols of The Results Companies.

As robots are handling the user on- and offboarding, records of these events are easily tracked. This consistency also contributes to better analysis of relevant employee data.

Automation has allowed The Results Companies to grow its personnel. Free of the routine aspects of their tasks, they can focus better on customer needs and on managerial tasks. What begins to emerge, Richard said, is that there are "diamonds in the rough all over the place" among the staff.

### We're Committed to the Journey

As certain processes are handled with smaller teams, company management has seen the efficacy of automation. This has raised awareness that any routine process can be automated, given the right allocation of resources and business intelligence.

The Results Companies is likely to scale out its current automations to all major clients. The company is also in the process of preparing to improve employee productivity with attended automation across thousands of desktops. As part of this process, the company, as a NICE Workforce Management customer, is using NICE Desktop Analytics to help define the necessary automation and for desktop management to ensure consistent use after automation.

## About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center – and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform – and elevate – every customer interaction.

[www.nice.com](http://www.nice.com)

For the list of NICE trademarks, visit <http://www.nice.com/nice-trademarks>



"Employees are hungry for automation," Richard said. "And it's a journey we are committed to succeeding at."

The Results Companies has an overall vision known as "CX 360", which calls for blending all available data and breaking down siloed information. Strong data analysts will become more important, including for sifting the data and identifying what processes can be automated. Robotic process automation, therefore, is essentially the completion of a package – analysis, optimization and continuous improvement.