

A FAST, FLEXIBLE, NIMBLE SOLUTION

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RAMP UP & BACK
DOWN IN 60 DAYS

BACKGROUND

1840 & Company recently was engaged by an ecommerce retailer to provide sales and service support during their key sales season.

THE CHALLENGE

They need it quickly. They don't have accurate WFM data. They need 120 Agents to support multiple channels. Oh...you need to ramp up and back down in just 60 days. Additionally, the agents needed to understand a product that was of extreme importance to the Client's customers from both an emotional and relationship perspective. We were competing against both in-house and an entrenched incumbent supplier and only had 45 days to recruit, train, ramp up and perform. Then efficiently ramp down.

THE APPROACH

NO PROBLEM!

1840 pulled the Project Team together and working with the Client developed the solution that resulted in:

Achieving the staffing requirements, including the use of an "accordion strategy" of flex scheduling across multiple facilities enabling resources to rapidly move to meet customer contact demands.

A compressed learning curve, which included 1840 completely redeveloping training materials and creating immersive cultural training to provide an expert consultative customer experience.



ACHIEVING
STAFFING
REQUIREMENTS



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PEAK SEASONALITY

EFFICIENT SUPPORT

WFM ANALYSIS

FORECAST ACCURACY

Our WFM used analysis of prior years' call arrival patterns, marketing spend and product delivery data to determine Enterprise wide forecasting for peak seasonality as well as full year steady state staffing projections. Our forecast accuracy exceeded the separate incumbent offshore supplier resulting in more efficient support of this key selling season.

THE RESULTS

These actions resulted in 1840 outperforming the existing supplier and being awarded sole sourcing provider. Our forecasting accuracy resulted in 1840 also replacing the offshore shared services supplier for WFM.

The transition from the existing supplier was seamless and 1840 now consistently performs equal to the Client's US-based in-house center in the key performance indicators of average handle time (AHT) and first contact resolution (FCR).

SOLE SOURCING
PROVIDER

1840, has now completed four Holiday Ramps for this Client in which we go from our steady state support of 25 Agents to over 200 agents in a 10 day period.

Through the use of our 3P and 5 Why analytics we are constantly refining and improving our recruitment, training, scheduling and operations practices to ensure that each Holiday is more efficient than the last. Fast, Flexible and Nimble solutions that meet the demands in today's fast paced and dynamic global marketplace.

About 1840 & Company

At 1840 & Company, we understand that a satisfied customer is your best advertisement, and a loyal customer is your biggest advocate. Creating advocates is what we are all about. At 1840, we handle each and every contact very seriously. We know you only get one opportunity to make a great impression.

1840 & Company is a global managed marketplace and BPO provider that specializes in providing human capital solutions. We also offer the best-in-class customer contact center and back-office teams/processes to businesses in every part of the organizational life cycle. We have vast experience in start-up, high growth, slow down, transformation, turnaround, and every other business cycle. This experience gives us the ability to quickly understand your goals and objectives and recommend solutions that will accelerate your success.

1840 CX and 3P Analytics allows our clients to gain a deeper understanding of the practices and processes required to enable more effective and efficient operations. We drive cost down and revenue up! Quantitative analysis and actionable insights are built into our business processes for continuous improvement. These insights drive the improved performance resulting in both top and bottom-line success.

Work with a company that invests in its people, processes and technology allowing you to focus on your core strengths.

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