CONDUENT



Client Success Stories

Quick Shift to Remote Work **Improves Client Outcomes**

When Conduent needed to pivot to a largely work-at-home model, our clients reaped major performance benefits — during the pandemic and beyond. Here are three of the success stories.

Technology

A Conduent client for 7+ years needed to expand its work-at-home contingent to continue to manage its customer care and tech support operations during the pandemic. So Conduent migrated 95% of its contact center associates to a work-at-home construct in less than 2 weeks.

Outcomes

- → **25%** increase in productivity
- → **5%** higher first call resolution
- → **50%** lower attrition than before pandemic

Telecom

A Conduent client for 3+ years, this leading telecom provider required ongoing customer care, tech support and social media management that couldn't be interrupted by COVID-19. Conduent migrated 50% of its contact center associates to work-at-home without missing a beat.

Outcomes

- → **27%** increase in productivity
- → **25%** increase in resource availability
- → **55%** lower absenteeism and attrition

Logistics

This logistics leader and Conduent client for 15+ years required customer care, technical support and sales support to continue at a time of disruption. To date, Conduent has seamlessly migrated 80% of associates to work at home with good results.

Outcomes

- → **29%** increase in productivity
- → **32%** increase in resource availability
- → **25%** increase in associate satisfaction

Visit us online for more information on Work-at-Home Solutions.

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