

# BPO CASE STUDY

## Lockbox Remittance Processing: Rapid Turnaround Transactions

### The High-Quality BPO Services You Need:

- **Rapid Knowledge Transfer and Process Migration.** Reach go-live in as little as two weeks, including parallel recruiting, training and technology implementation.
- **Rapid Response Transactions.** Expect 24x7 high-volume processing with turnaround time of two hours or less.
- **Rapid Volume Fluctuations.** We can handle many times your normal volume, efficiently managing monthly, quarterly or seasonal spikes.
- **Judgment-Based Research and Transaction Processing.** Our highly skilled, educated staff excels at customer response and research that requires independent judgment and decision-making using multi-part business rules and analytical processing.

### The Challenge:

One of the largest payment processors in the U.S. already had processing sites in the U.S. and offshore. The U.S. operations were based in high-cost locations. Faced with increasing pressure to improve margins, the company was looking for an alternative way to reduce costs, improve quality and leverage global best practices – all while meeting aggressive turnaround times and adhering to stringent quality controls.

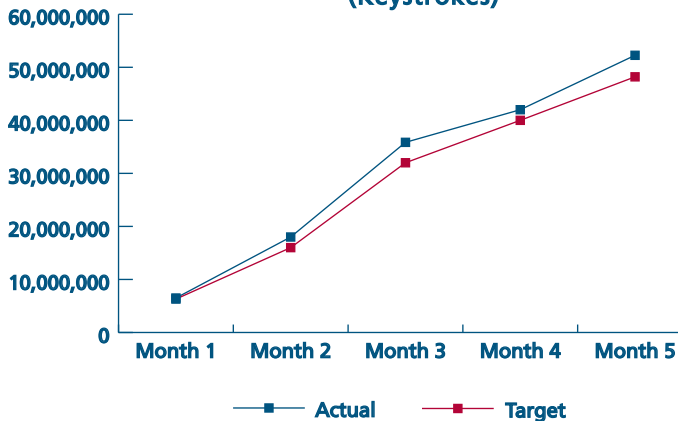
### The ICT Group Solution:

ICT Group already had a high-volume retail lockbox operation in the Philippines and recommended blending wholesale lockbox processes at the same location. By commingling the operations, ICT Group was able to develop a unique workforce staffing solution that could maintain quality goals and meet volume requirements without the need to repeatedly recruit and train staff to meet temporary volume spikes.

### Bottom-Line Benefits:

- **Improved efficiency and normalized shift patterns.** The blended location means that ICT Group can easily adjust staffing up or down to meet monthly or seasonal volume spikes. Within one month of production ramp-up, the monthly targets for volume, accuracy, productivity and timeliness were being met consistently.
- **Significant cost reduction.** ICT Group's global infrastructure and blended processing solution has resulted in a cost savings of a half million dollars per year.
- **Increased focus on core competencies.** With ICT Group handling a significant portion of total processing volume, managers and supervisory staff no longer need to spend precious time ramping up or down to address volume fluctuations, so they are able to focus on more profitable operations.
- **Built-in disaster recovery.** Access to multiple ICT Group sites throughout the Philippines provides the added benefit of a robust disaster recovery/business continuity plan.

**Wholesale Lockbox Production (Keystrokes)**



Call ICT Group at 800-201-1085 to learn more about our comprehensive back-office BPO solutions today.

### About ICT Group:

ICT Group is a leading global provider of customer management and BPO services with 40+ operations centers and over 20,000 employees across North America, Europe, Latin America and Asia.

