



Agilisys Quality & Insight

G-Cloud 9 - Service Definition

Contents

Agilisys Quality & Insight	3
1 Introduction	3
2 Overview	3
2.1 Business Functions.....	4
2.2 Benefits.....	6
3 Information Assurance and Accreditation	6
4 Back up, Business Continuity and Disaster Recovery	7
5 On & Off-Boarding	7
5.1 On-boarding	7
5.2 Off-Boarding	8
6 Pricing.....	8
6.1 Minimum Order Quantities.....	8
6.2 Example pricing.....	9
6.3 Service Rebate:	9
6.4 Additional Services:.....	9
7 Service Management.....	9
8 Service Constraints	10
9 Service Levels	10
10 Financial Recompense	10
11 Training	10
12 Ordering and invoicing	10
13 Termination.....	11
14 Data Restoration / Service Migration.....	11
15 Customer Responsibilities.....	11
16 Trial Option.....	11

Agilisys Quality & Insight

1 Introduction

Agilisys is one of the UK's most innovative IT and business services providers, helping customers to transform their businesses. We have earned a strong reputation in both public and private sector and hold deep domain expertise within government, healthcare, third-sector organisations and technology that we are able to leverage to your advantage.

In April 2015 Agilisys became a majority owned Employee Ownership Trust (EOT). We believe this is a real differentiator within the marketplace; it enhances our Service Delivery as all employees are stakeholders in the business and well as improving on our, already well established, employee commitment and engagement.

We have a proven service delivery methodology which enables Agilisys to deliver solutions quickly and hence provide customers with accelerated speed to delivering the desired outcomes and benefits.

Please see www.agilisys.co.uk for further details of the products and services we offer.

2 Overview

Agilisys Quality and Insight has been designed to support the transformation of the customer journey and to identify opportunities to remove failure demand from service provision. By identifying opportunities to remove service failure through analysis of customer contact you can provide a better citizen experience at a reduced cost.

Many organisations are making do with spreadsheets or rigid in-house solutions built using 'off the shelf' tools such as Excel, Access or MS SharePoint. 'Free' QA tools have hidden internal costs due to the high build and maintenance cost. It is usually difficult to get IT refocused on your service needs once they have moved on to the next project, QA frameworks are dynamic by nature therefore require more flexibility and adaptability than an in-house solution can deliver.

Agilisys Quality and Insight can deliver significant and rapid return on investment. We can score agent performance with Quality Assurance software in the cloud enabling consistency across channels including; Calls, Emails, Live Chat or Social Media.

Agilisys Quality and Insight is typically used to allow organisations to improve efficiency & effectiveness whilst reducing customer effort. This also improves customer experience.

Quality and Insight monitoring delivers cost reduction and service improvement through greater alignment and understanding of the points of services failure or citizen frustration, allowing you to take action that remedies poor service and eliminates waste. Quality and Insight can be deployed in isolation or integrated alongside other customer management platforms.

Agilisys Quality and Insight can work alongside the existing knowledge and insight platforms and teams or be operated entirely remotely.

Agilisys will work with you to improve your framework and interpret scores, as well as supporting you in the identification of signposts to failure points and ensure improved outcomes based on the analysis of insight and quality scores collated via our platform. We take an agile and flexible approach and we are location agnostic, working from your premises or ours. We have over 800 staff engaged in front line customer service provision in multisite contact centres across the United Kingdom and handling over 12 million contacts per annum on behalf of our clients.

Key drivers are often:

- Improving quality of service
- Increasing operational efficiency

- Improving service effectiveness
- Eliminating failure demand
- Identifying process improvements
- Reducing time to competency
- Improving staff engagement

2.1 Business Functions

Below are examples of business functions and service offerings that can be enhanced with the effective deployment of Agilisys Quality and Insight:

2.1.1 Contact Centres / Call Centres / Service Desks

Monitoring the performance of customer service at point of delivery as well as interpreting information and identifying demand triggers. All customer interaction can be reviewed, evaluated, reported and tracked. The platform provides you with an opportunity to evaluate service provision across telephone and online channels (web chat and email for example).

2.1.2 Web and Social Customer Service provision

Utilising our feedback solution you can identify engagement with copy, design and architecture. Your customers are able to feedback on how your social and web customer service delivers. This provide insight and understanding of customer behaviour.

2.1.3 Key features of the software

A few of the key features of our proposition include:

Feature	Description
Scorecard designer	Create QA scorecards for monitoring customer service from scratch with an intuitive form builder. The scorecard builder includes useful functions that enables you to organise the scorecard into sections; add quick-pick comments and blind scoring; set up as many different scorecards for your call centre as you like to evaluate phone calls, emails, IM threads, social media responses, complaint handling or a myriad of other event types. You can weight questions and sections according to importance, set targets, and identify points of failure.
Score employees	<p>Quality scoring is incredibly easy. Chose the scorecard you wish to score by simply clicking on the custom designed web form i.e. your scorecard. Fill in the header details to ensure the score is correctly logged. Then tick the boxes down through the scorecard and the score builds as you click.</p> <p>Points of failure are instantly highlighted and the evaluator can select quick-pick comments for any answers from a drop-down menu to enrich the agent feedback. Free text comments can be added by clicking other in the drop down menu. The customer service interaction file can be attached at the bottom, this could be an audio file, email chain, chat thread or a combination of formats in a zipped file. Evaluators can also include a free text summary comment for the agent at the bottom of the scorecard.</p>

Agent self-evaluation	The software lets you selectively give agents their own login to view scored cards and self-score. It gives agents a clear understanding for what the business decides. It also re-enforces positive behaviours and agent engagement through transparency and trust.
Compliance monitoring	Customer Service Managers and Quality Analysts are often responsible for monitoring compliance adherence in customer service. Our platform gives QAs compliance reports alongside regular quality scores.
Calibration	<p>Our calibration module allows multiple users, external to the quality team, to score a selected list of previously scored cards, compare these scores with the original and draw out variations and inconsistencies.</p> <p>The scoring process naturally contains a subjective element. Using well designed scorecards reduces this to a minimum but external calibration is needed to validate scores and maintain consistency.</p> <p>Calibration is particularly useful for validating with other interested parties the quality of the output and sustaining service levels.</p>
Reporting and reviewing	<p>Look at average scores by group, team, employee or type. Drill down into all the comments made on scorecards for that employee. View results as numeric scores or percentages.</p> <p>Review and log individual scorecards with employees, revise personal goals and trap comments and tips for improvement. Review the Personal Coaching Plan so the employee has the information at their fingertips. Add links to training material and knowledge bases.</p> <p>Monitor the number of observations per employee to ensure scores re meaningful and representative, identify points of failure by employee.</p> <p>Find an individual scorecard or employee and retrieve detailed results, comments and the attached files.</p>
Secure Cloud environment	<p>In addition to standard user name and password protection, you can manage a list of IP addresses to restrict user access to only include your company locations. Users access the service over HTTPS so all communication with the system is encrypted.</p> <p>Clients do not share databases and each client's data is stored in an individual encrypted database to ensure that your data is securely protected. All data is written to multiple disks instantly and is backed up nightly. Files that our customers upload are encrypted and stored on mirrored servers that use modern techniques to remove single points of failure. The security policies required for PCI certification are applied across the infrastructure and development process. The infrastructure is audited annually and undergoes external penetration testing quarterly to ensure compliance.</p>

	<p>Round-the-clock interior and exterior surveillance monitoring protect our servers. Only authorised personnel have access to the data centre and are required to have photo ID and prior permission for each visit. 24/7/365 onsite staff provide additional protection against unauthorised entry and security breaches.</p> <p>As part of our overall Security Policy, and in compliance with PCI certification, our software infrastructure is updated regularly with the latest security patches. We work with security researchers and professional bodies to keep up with the state-of-the-art in web security.</p>
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2.2 Benefits

2.2.1 Improve the Standard of Customer Service

As providers of a quality monitoring tool our primary goal is to improve the delivery of customer service to your end customers. As such, each feature focuses on highlighting trends in performance; good and bad. By paying close attention to these highs and lows changes can be made to improve customer service levels.

2.2.2 Improve Staff Effectiveness

We designed and built the platform to monitor performance. In the process, we realised there are many more staff groups involved in call centre agent performance other than agents; Team Leaders, Supervisors, Quality Analysts, Coaches, Human Resource Personnel, Customer Service Managers, Call Centre Managers, Head of Operations, Outsource Clients. The platform addresses the needs of, and improves the effectiveness of, all staff in relation to performance management.

2.2.3 Increase Customer Satisfaction

The platform uses simple call monitoring software to score the quality of calls regularly and consistently. With our solution in your call monitoring process, agents strive to provide excellent customer interactions because they are motivated by personal development and the desire to provide great customer service. Constructive feedback is delivered with accompanying detailed comments which strengthens engagement with the agent.

2.2.4 Focus Training on Gaps

Our platform can be used to enhance call centre monitoring and provide insight to drive actions. Knowledge or skill gaps can be identified using our analytics so training has maximum impact. Evaluators can attach a file to a score card so that staff have an audio recording, email or IM sample to reference when reviewing a score which raises the learning ability of agents.

2.2.5 Improve Agent Engagement

Monitoring customer service on an ongoing basis is directly linked to improving customer satisfaction. By engaging agents in an ongoing quality process and providing them with meaningful personal feedback you can accelerate learning and promote an understanding of what drives best practice.

3 Information Assurance and Accreditation

All attachments uploaded to results are encrypted, and stored securely behind a firewall on the Amazon AWS network. All databases are restricted to read/write barring administrative access. Agilisys Quality & Insight is hosted on the Amazon AWS platform which is PCI, FIPS, ISO 9001, ISO 27001, ISO 27017, ISO 27018, SOC1, SOC2 and

SOC3 compliant, amongst other region specific certifications. All information is transmitted via SSL, encrypted with TLS 1.2 at a minimum, with the sha256 EV certificate provided by an independent third party, all of which insures no information is sent in the clear over the open internet. Agilisys Quality & Insight is stored in Amazon's datacentre which is Tier 3.

4 Back up, Business Continuity and Disaster Recovery

Agilisys Quality & Insight takes advantage of nightly backups on the AWS network which can be restored in less than 15 minutes in the event of downtime. Databases are also backed up in an independent process in order for Agilisys Quality & Insight instances to be restored to a separate location in the event of permanent downtime in the AWS current location.

5 On & Off-Boarding

5.1 On-boarding

All work is documented and detailed in accordance with your requirements. A detailed scope of work is agreed upon at the start of any project to ensure that we design the exact scoring methodology and scoring templates in accordance with your existing or to-be processes. Each customer is provided with the relevant project materials where applicable.

The diagram below summarises the process and key tasks involved. Each stage of the project is described in detail in the following section.

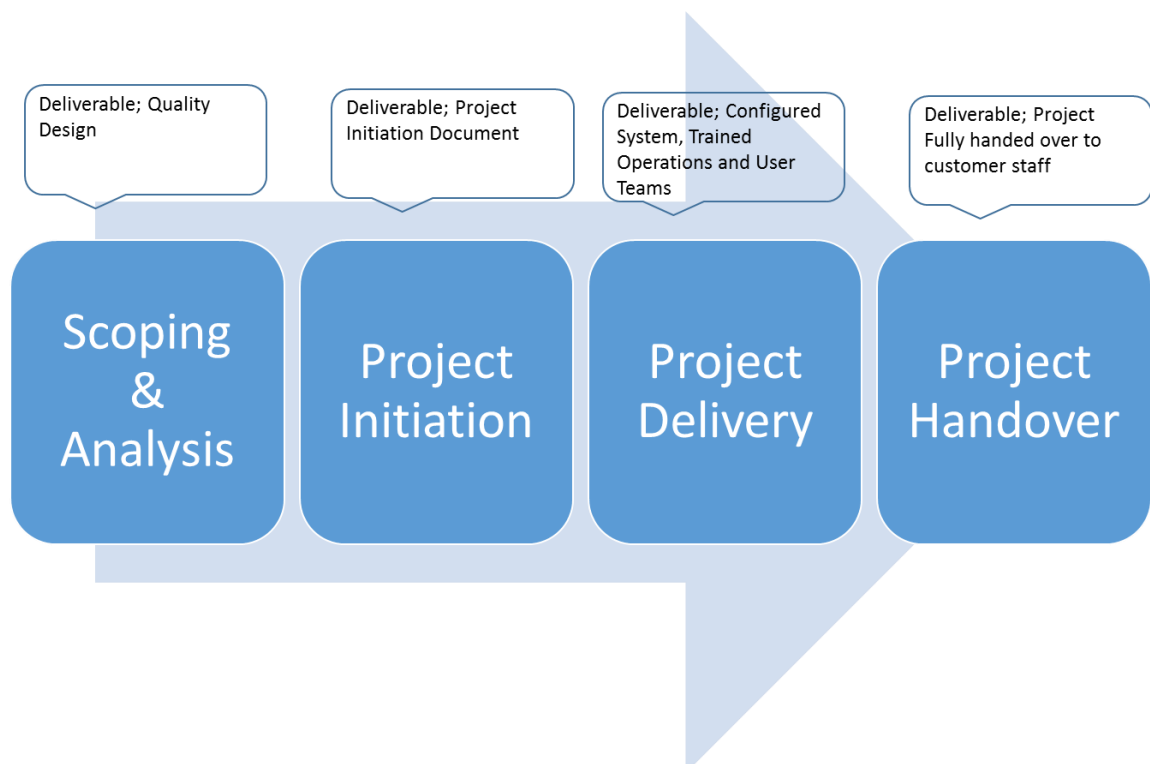


Figure 1 - Key Processes and Tasks

5.1.1 Discovery

During this phase the processes and methodology to be followed and supported needs to be examined and reviewed. Scoring sheets in line with your requirements are then

designed, team structures and reviewer hierarchies constructed, and names and responsibilities of users documented.

5.1.2 Install

The install is straightforward. As a cloud based solution it is delivered to the user desktop via URL. There is no requirement to install software in your environment.

5.1.3 Configure and UAT

The quality monitoring solution would be configured to meet with the quality design requirements captured during scoping. This forms part of our training as your quality analyst will be involved in configuration and UAT to complete knowledge transfer.

5.1.4 On-boarding charges

On-boarding of standing data is charged at our day rate as expressed in the Customer Experience rate card.

5.2 Off-Boarding

The off-boarding process will identify the key tasks and activities to be undertaken to achieve the obligations of each party on termination or expiry of the service.

Within the first two months from the Service Commencement Date, the parties will prepare and agree an off-boarding process covering the obligations of both parties in the event of the expiration or termination of the agreement for any reason. All changes shall be agreed between Client and Supplier in writing.

5.2.1 Off-Boarding Charges

Off-boarding will be charged at the prevailing relevant day rate in our Customer experience rate card, however typically this will be one day or less for a cessation without subsequent migration, costs of data migration to another system will be subject to further evaluation and charged at the prevailing day.

6 Pricing

Pricing is based on the scale of implementation. We operate a price per user / agent per month based on forecast user volumes. The table of our charges is detailed below:

	Up to 75 agents	76 or more agents
Licences – per agent per month	£5.20	£4.70
Annual configuration and system administration support	£1,400	£1,400

The pricing mechanism will depend on the type of deployment, and will be ascertained and agreed during the initial project definition.

Professional service days are procured per day and are determined by the customer's project. Typical implementations for 100+ seat environment are around eight to ten days. Only worked days used are charged. (The minimum service day purchase is two days).

6.1 Minimum Order Quantities

Annual configuration costs are payable in advance at the commencement of the agreement and on the anniversary of that agreement. Agent numbers are agreed

annually at commencement and at anniversary points. Charges per agent are agreed at that point and unless subsequently agreed in writing will remain in force for one year.

Annual configuration costs of £1400 are payable regardless of the size and term of the deployment. However, there are no minimum users and the minimum term is one month.

6.2 Example pricing

The table below provides an example implementation cost for a 50 seat contact centre.

	Investment Requirement
Health check – 4 days (2 on and 2 off site) Agilisys Quality Analyst @ £500 per day	£2,000
Set up – 3 days to analyse and review current processes @ £500 per day	£1,500
Implementation - 3 days @ £500 per day	£1,500
Training – 3 days based on 1 QA and 2 supervisors @ £500 per day	£1,500
Licences – based on 60 users, per annum. (£5.20 per agent per month)*	£3,744
Annual configuration and system administration support	£1,400
Total	£11,644

6.3 Service Rebate:

Financial recompense is not provided in the event of a failure to meet service levels unless agreed otherwise.

6.4 Additional Services:

Agilisys can provide connected propositions which create annuity and further opportunities for your service which can be found in our other G-Cloud propositions. Additional services offered by Agilisys include:

- Agilisys Customer Experience
- Agilisys Knowledge Management

7 Service Management

Agilisys Quality and Insight is a low cost hosted service and service management and support is designed to ensure that costs can be kept as low as possible, whilst ensuring high performance and availability.

The system, for example, is designed to enable customers to provide users with a user support service (such as lost password/password re-sets) themselves. The client can amend most templates and user names.

We are happy to design and provide bespoke support services for those customers requiring higher levels of support. This will be negotiated on a bespoke basis.

Agilisys' standard best practice model for deployment of a mid-large project, once the scope is agreed, is to assign a project manager, account manager, senior consultant and a named support resource where necessary.

8 Service Constraints

Should any service constraints be identified within the project scope, this will be highlighted to the customer before the project commences.

9 Service Levels

Aside from service restore within 24 hours, we do not offer any service levels within the base service but we are prepared to agree Service Levels with individual customers on a bespoke basis for those customers who do require the comfort of SLA's.

These agreements will incur additional charges in line with the SLA's required.

10 Financial Recompense

Financial recompense is not provided in the event of a failure to meet service levels unless agreed otherwise.

11 Training

Our training is split into two elements; quality analyst training (including train the trainer for end users), supervisor / reviewer training as follows;

Quality Analyst training which includes;

- Scorecard design
- Reviewing the contacts
- Reporting
- Calibrations
- Analytics
 - Report by individual, team or group
 - Drill through tables and charts
- Supervisor / Agent Dashboards
 - Train the trainer

Supervisor / reviewers training which includes;

- Reviewing the contacts
- Reporting
- Calibrations
- Supervisor dashboard

12 Ordering and invoicing

Please contact gcloud@Agilisys.co.uk indicating your area of interest and a member of the Agilisys Team will contact you to discuss how we can meet your requirements.

Agilisys requires customer acceptance of a formal proposal through a Purchase Order (PO) number to raise an invoice for work. In accordance with the G-Cloud framework the completion of a call-off contract is also required.

All professional services are billed monthly in arrears for work that has been conducted, using the rate scale.

Payment terms are in line with those recommended for payment of SMEs within 30 days of an invoice being issued.

Agilisys will respond to request for quotations within 24 hours (or one working day) upon understanding of the scope of work.

Once the customer (or potential customer) has defined the scope of work a formal response / quote will be issued and is valid for 30 days.

Commencement of work will be determined between customer and Agilisys.

All problems or issues are resolved as soon as possible in line with severity rating outlined in terms and conditions.

13 Termination

This will depend on the service requested.

Termination of services requires four weeks' notification, with actual days worked chargeable as per the Agilisys day rate card.

Full details on termination are included in the standard terms and conditions.

14 Data Restoration / Service Migration

Implementation and use of the Agilisys Quality and Insight service does not require any service migration or data transfer.

15 Customer Responsibilities

All customer responsibilities will be highlighted during the scoping activity with a mapping exercise of resources against tasks required undertaken for both Agilisys and client personnel. This ensures the correct level of resources is available.

16 Trial Option

The installation of Agilisys Quality and Insight can be undertaken through a paid for pilot phase, should this be required (price on application).



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