

# Multinational Business Process Outsourcer Trusts Axim for Complex Customer Contact Reporting

## The Challenge

A large multinational BPO (Business Process Outsourcer) used multiple contact center platforms for their outsourced call center agent contracts, but struggled to provide KPI (Key Performance Indicator) data to clients with agents spread across these multiple systems.

The client relied upon a reporting team to gather interval reporting from multiple systems, manually combine the data into a single spreadsheet report, and send it to the customers to ensure adherence with their Service Level Objectives and maintain transparency of their performance data. This process was slow, laborious, and costly.

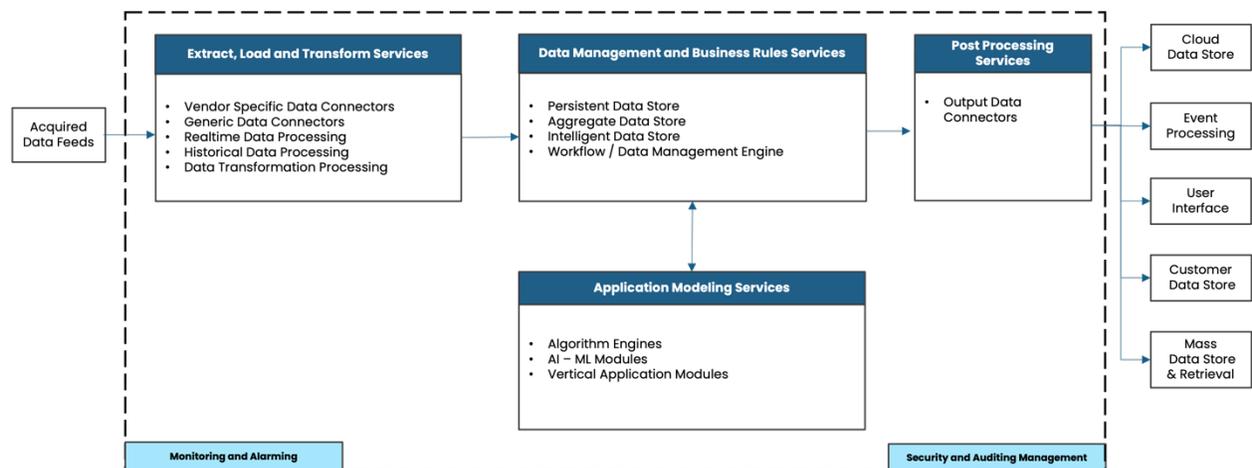
## Why Axim?

The customer asked Axim to deliver a cloud-based solution that pulled KPI performance data from multiple sources, normalize it based upon a central set of calculations and definitions, and make it available without the manual effort they were currently expending.

The combination of the cloud-deployed [Axim Analytics framework](#) and Axim’s expert Contact Center Architects and Operations Consultants created a simple, powerful solution for the customer.

## Approach

The Axim Analytics framework was the key to the solution we developed for the client. Built in the cloud, Axim Analytics leverages market-leading opensource software and narrow-band AI, giving customers powerful insights with speed, scale, and security. Axim can build personalized presentation layers or use the customer’s Business Intelligence platforms and interfaces.

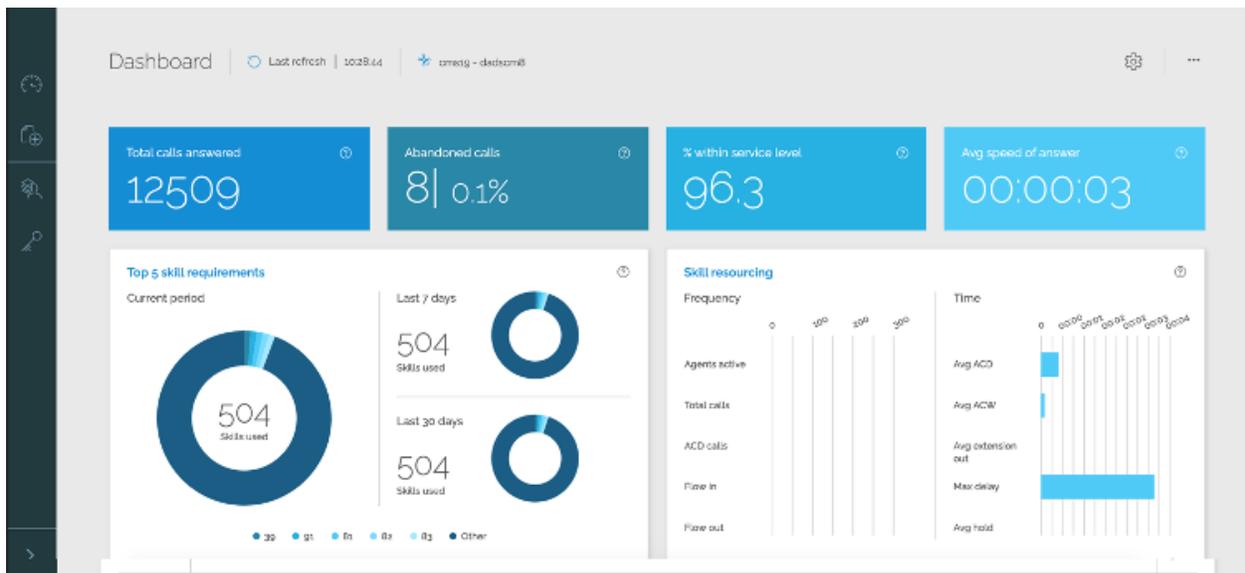


Axim created a personalized reporting solution using our Analytics framework. We deployed the reporting solution in a public cloud Infrastructure-as-a-Service model, securely connected to the relevant data sources, transformed the data in flight to present it in the customer's required format, and made it available via a simple web-based graphical user interface.

Our client chose to pay for the solution via a convenient SaaS subscription model and were able to have it up and running in just over a month.

## Results

The client was able to see their data grouped by client and provide KPI reporting to their customers via on-demand exports. Being able to pull reporting on demand, without manual effort, meant that they could be more responsive to their clients without major changes to their technology or operating model, and removed significant obstacles to their KPI Adherence process.



## About Axim

Axim uses an integrated solutions approach to building great customer and employee experiences via our expertise in Enterprise Communications Consulting, Experience Analytics, and Team Extension. Axim is ISO 27001 and ISO 9001 certified, giving our clients confidence that their sensitive information is handled appropriately and our work is done in adherence to processes that are mature and effective.

Find out how Axim's talented team of Enterprise Communications and Customer Contact Architects and Consultants can be your organization's advantage!

Contact [askaxim@aximglobal.com](mailto:askaxim@aximglobal.com) or visit [www.aximglobal.com](http://www.aximglobal.com) today!