



Information about nib

nib Group is one of Australia's largest and fastest-growing health and medical insurance providers and constantly seeks to provide high-quality services through tentative bespoke customer service. Established in 1952, nib has a long-standing reputation in the healthcare industry and has continued to grow through the most challenging market landscapes. The customer support team at nib works hard to ensure the customers' expectations are exceeded in the most friendly and efficient manner.

nib provides health and medical insurance to over 1.4 million Australian and New Zealand residents and serves more than 190,000 international students and workers on temporary visas. nib is one of Australia's largest players in the travel insurance industry and is publicly listed on the ASX.

The nib contact centre is based across multiple locations with over 300 consultants. The company aims to continually improve brand experience through high quality customer service support, providing quotes and setting up insurance policies for new customers, all in a timely and efficient manner.

Motivation for Change

As a fast growing company, nib Group required ways to improve customer service experience and help lower costs. With the number of people employed in nib's contact centres growing, and nib's member base expanding, nib required more from their workforce management solution to continue the streamlined customer service experience on a more sustainable scale.

nib Group made the decision to change workforce management solutions to Aspect Workforce Engagement Management with the Perform (time adherence and agent productivity module) and WFO (online schedule and mobile app) modules.



DESIRED SOLUTIONS

Prior to nib using Aspect Engagement Management, nib was in search of a solution that could:

- Boost agent engagement
- Create comprehensive forecasts
- Evaluate schedule adherence easily and provide employees with visibility of this
- Accurately forecast while encompassing a large number of variables
- Optimise schedules based on a large array of employee skills and preferences
- Use the cloud to drive flexibility and provide remote access to information
- Quickly adjust schedules and breaks to manage customer contact demands
- Automatically schedule breaks and projects at the best times
- Help boost agent productivity without inducing burnout
- Use a mobile app to allow consultants access their schedule information remotely

Why Aspect?

The team at nib requires software to accommodate the complexity and large array of skills in their contact centre. They need a solution that can handle the various skill combinations and contact channels to forecast accurate staffing requirements. Having the ability to automate certain tasks to save the team time and enable them to do more analysis is also important.

Aspect's WEM solution provides nib with the tools they need to test out the impact of different changes on their forecasts as well as helping them find ways to provide better schedule flexibility for their staff regardless of whether they are working in the contact centre or from home.

nib needs to provide different access to Workforce Planning information to various roles within the contact centre. The comprehensive security features in Aspect WEM have enabled them to do this easily.



“Call Design has taught us so much about workforce planning... they have a wealth of knowledge and that really helps the team here to do their jobs better.”

– Michael Stonehouse, nib Group Planning Expansion Lead

Why Call Design?

While Aspect WEM delivers extensive benefits for nib's contact centre, having access to a team of highly experienced consultants at Call Design has helped the workforce planning team expand their knowledge, integrate the software with other technologies such as payroll and ensure staff continue to deliver high-quality customer service, without interruptions. nib wanted to work with a provider that would help get the most out of their solution and provide measurable ROI for their investment.

The knowledge provided to nib by Call Design continues to be highly informative and allows them to expand their knowledge of workforce management and apply this directly when using the new features released every year in the Aspect WEM platform. During their recent upgrade, Call Design provided a service that nib described as being seamless. “We hardly noticed the transition at all, which is what we want when relying on the system to plan out our day.” - Michael Stonehouse, nib Group Planning Expansion Lead.

The Results

With the implementation of the Aspect WEM Suite, by Call Design, nib has been able to continually grow, and deliver best practice workforce planning.

The comprehensive capabilities of Aspect WEM have enabled the workforce planning team to get the insights they need to make continual improvements across all member channels.

Tools specific to Aspect WEM such as 'Employee Data Center' and 'Superstates' have made reporting on any staff activities, regardless of where the employee is working from, easy.

The 'what-if' features in Aspect enable nib to evaluate the viability of any forecast or schedule situation before going live. This enables nib to continue delivering high-quality customer service to their members across all channels.

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