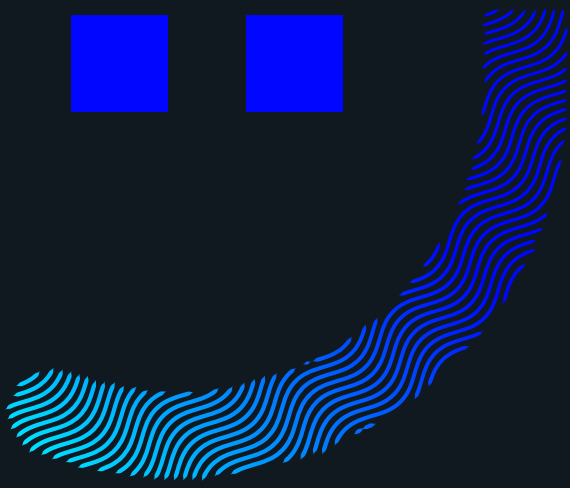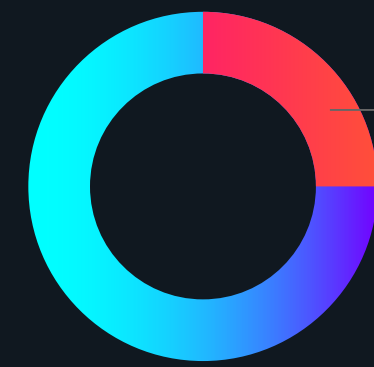Case Study

A Very Healthy Productivity Increase

NICE Back Office Essentials provided a leading American healthcare provider the data, analysis and tools needed to boost employee performance and optimize business efficiency—in ways that exceeded all expectations.
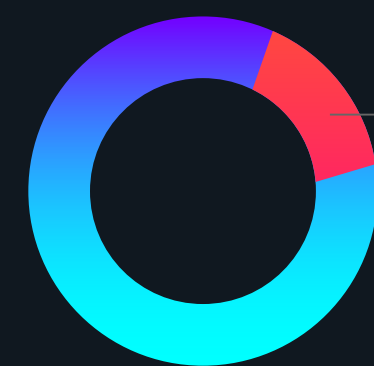
35% REDUCTION
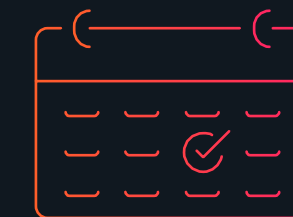in resource cost to process overtime schedule changes

OVER 22% INCREASE
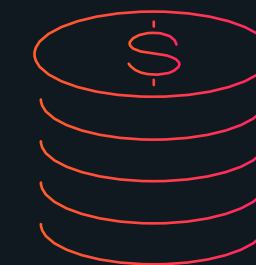in productivity

12.6% REDUCTION
in average idle times

Dramatic improvement in
6 MONTHS

OVER $4 MILLION
operational savings annually

CUSTOMER PROFILE

ABOUT
The US-based healthcare organization operates more than 300 locations, including hospitals, medical centers, outpatient clinics, imaging centers, and other facilities. The organization also has multiple 24/7 contact centers staffed with highly trained and compassionate agents, who provide support for both patients and healthcare providers.

INDUSTRY
Healthcare

LOCATION
Northeast United States

AGENTS
11,000 agents worldwide (3,000 using the NICE EEM solution in Quebec, Ontario, Alberta, and British Columbia)

GOALS
- Gain visibility into back-office productivity
- Gather insight into team performance and enable drill-down to agent level
- Measurably improve engagement by staff and develop a library of performance best practices
- Continue to provide best-in-class service with the latest technology

PRODUCTS
- Back Office Essentials

FEATURES
- NICE Performance Management for the entire workforce, both phone and non-phone work environments
- NICE Desktop Analytics captures desktop activity , enabling categorization of app use and downtime by productivity value
- Integration with NICE WFM for real-time visibility into associate behaviors
- Pre-configured integrations and reports with robust visualization

NICE

Case Study

01 THE BEFORE
Poor visibility impacting employees, patients, providers and revenue

The healthcare organization's contact centers - like most across the globe – moved to a work-from-home model during the pandemic and now fully support both hybrid and remote work environments. This has posed several day-to-day challenges, including a feeling of disconnectedness between supervisors and their teams. A lack of visibility into back-office employee productivity, behaviors and engagement, as well as into the customer journey, made both precise accountability and development difficult to achieve. As a result, it was impossible to accurately gauge how team members were performing relative to one another or what steps could be taken to help them be more engaged and successful.

02 DESIRE TO CHANGE
Precise expectations

The company prides itself on being recognized as one of the leading healthcare providers in the region. As part of its effort to maintain that reputation, the organization decided to focus on incorporating behind-the-scenes innovation as a path to increased excellence. This meant looking at technology that would drive the most valuable, meaningful impact on operational performance. Without adequate data, there was no way for the leaders to know how much of an overall gain was possible. They decided to set modest targets of 5-10% improvement in productivity for employees, depending on their role.

03 THE SOLUTION
Actionable insights and robust visualization

NICE Back Office Essentials (BOE) was selected to bring the organization the combined benefits of NICE Performance Management and NICE Desktop Analytics. NICE BOE includes pre-configured integrations and reports, enabling the customer to get high value with low effort. The solution was chosen for its comprehensiveness as a single platform for sustaining improved performance across the multifaceted workforce, while reducing operational costs and focusing on customer experience.

Back Office Essentials' desktop behavior analytics was integrated with the organization's NICE Workforce Management tools, providing unmatched visibility and insight into both real-time and historical employee activity. Each desktop action was categorized into productivity buckets, allowing managers to see which employees are performing up to organizational standards, which applications are being used most effectively, and what the breakdown is for process handling times. Robust visualization of all the behavioral data—with role-based access to productivity KPIs, trends and deep dive analysis—helps target coaching and identify best practices to drive performance.

04 THE RESULTS
Savings, service, and solidarity

The implementation of NICE BOE has enabled the healthcare organization to achieve measurable improvements in employee and operational performance, resulting in cost savings and better services for patients and providers.

A business executive at the healthcare provider noted that "capturing desktop activity and analysis is a significant support tool for our front-line leaders." Weekly reports highlight productivity by team, team member, and various leadership levels, making it possible to assess individual employees, how they are performing compared to others, and how coaching impacts performance. Team coordinators are empowering team members to take ownership of their performance by sharing productivity data on a regular basis, which has led to more effective team interactions.

The expanded visibility provided by NICE BOE resulted in self-identified improvements among many employees. And their subjective impressions are backed up by objective data, with the healthcare organization recording a productivity increase of over 22% within 6 months—significantly exceeding the 10% goals set before BOE was deployed. Over the course of a full year, average productivity per team was raised by over 36%. The impact on the organization's bottom line has been estimated at over $4 million in annual savings.
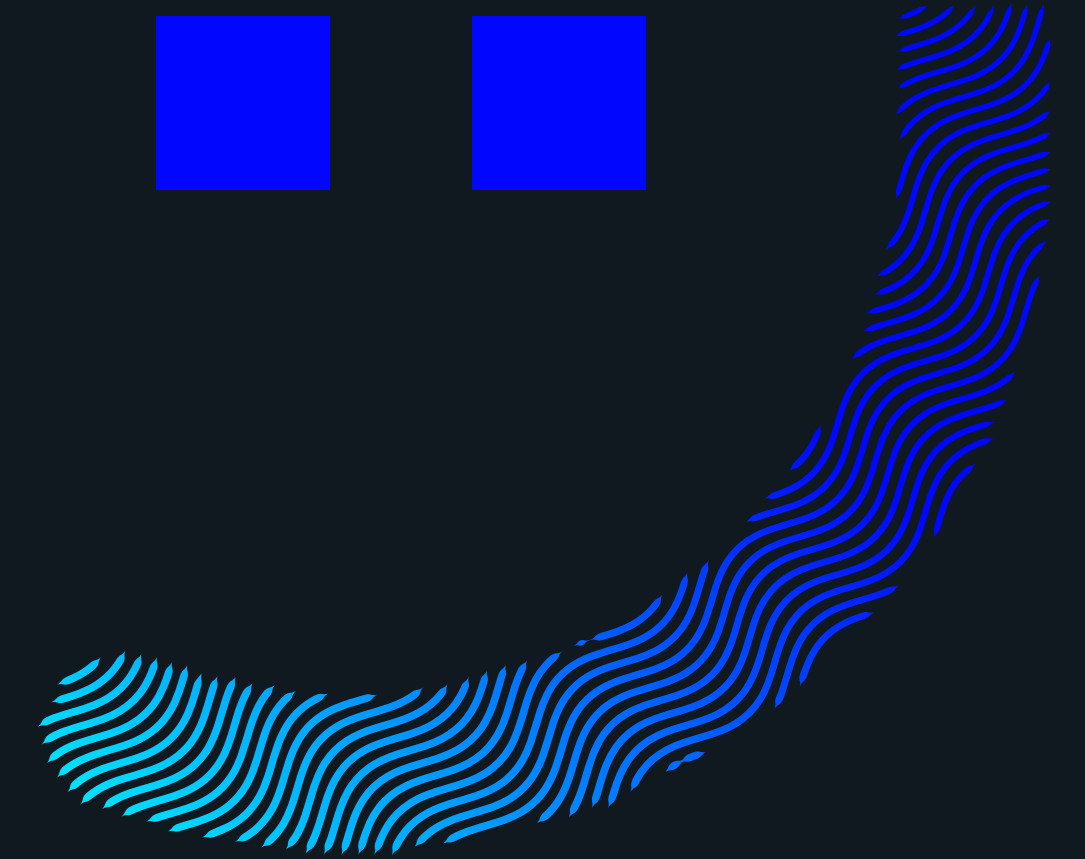
NICE

Other gains arising from NICE BOE include a 12.6% reduction in average idle time, improvement in contact center occupancy (ensuring agents are in the right place at the right time), overtime reduction, and a need for fewer new employees. Less quantifiable, but no less important, has been the promotion of work-life balance, ensuring employees feel more engaged and team leaders can provide more valuable assistance to their colleagues.

05 THE FUTURE

Continued value realization

The healthcare provider is continuing to monitor the ongoing impact of its NICE BOE deployment. Thanks to the solution's consistent and centralized performance analysis, there will be periodic data-driven improvements that will keep the organization at the top of its game going forward.

"Back Office Essentials serves our highest operational efficiency goals and is yet another way for us to provide our customers a best-in-class service experience."

About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center— and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform—and elevate—every customer interaction.

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