Humach

SUCCESS STORY

Humach technical support scales client from 0 to 1,000+ personnel in under 10 days

INDUSTRY
Govt./Financial Services

LOCATION
North America

Challenge

Faced with an unmovable deadline, a leading provider of government support services needed to increase staff by over 1,000 personnel in fewer than 10 days. To meet this urgent but essential demand for pandemic services, our client engaged Humach to increase their technical support capabilities at unprecedented scale in minimal time.

Solution

We developed a multi-faceted set of technical support services, ranging from desktop to CCaaS to server support—and everything in between—all handled by a geographically dispersed team, operating 24/7, with no room for failure. Our diverse toolkit provided the required combination of people, process, and tools to manage all personnel.
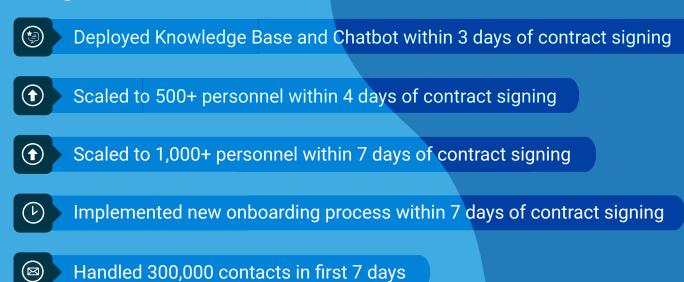
Impact

In less than 10 days, Humach was successfully supporting a team of more than 1,000 personnel, all providing pandemic support on a massive scale in a time of uncertainty. Humach handled over 1 million contacts in the first month alone, and a total of more than 8 million over the course of the project.

Seeking A Scalable Solution

When our client, a large municipal and state support services provider, approached us with the need to scale up their operations for pandemic response operations, they voiced concerns over their tight, inflexible timeline. To address the lack of lead time and the high personnel ramp-up target, Humach implemented scalable technical support services that allowed for 24/7 onboarding. This versatility produced personnel with a wide variety of skills who could operate across an equally wide variety of geographies. While the bulk of the technical support services designed by Humach were implemented through automation, documentation, and highly targeted training services, there was still a need for live support at all times to address specialized technology issues.
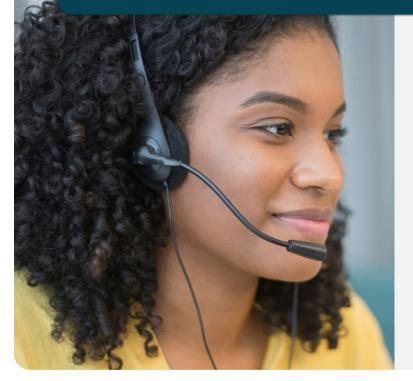
Humach's solutions package met our client's urgent, essential need and was rolled out quickly and efficiently. Upon deployment, our systems were closely monitored and improved through better automation, updated tooling, more thorough documentation, and more effective training programs. Humach initiated a loop of continuous feedback from both Humach personnel and from the personnel we supported, to ensure that no opportunity for improvement went unnoticed.

Tangible Results in Under a Week

- Deployed Knowledge Base and Chatbot within 3 days of contract signing

- Scaled to 500+ personnel within 4 days of contract signing

- Scaled to 1,000+ personnel within 7 days of contract signing

- Implemented new onboarding process within 7 days of contract signing

- Handled 300,000 contacts in first 7 days

"It was a mad house those first three to four days, but that's why we have a 13-year average client tenure. That's why clients choose us, and that's why they stay with us— for our unparalleled commitment to providing exceptional customer support and our relentless dedication to their goals. A crazy 72–96 hours is nothing."

–Char Fauser, Humach VP Agent & Client Engagement

Long-Term Benefits

- ✔ Reduced onboarding time from days to hours

- ✔ Handled over 1 million contacts in first month

- ✔ Handled over 8 million contacts across contract lifetime

- ✔ Scaled to over 5,000 personnel over contract lifetime

An Eye on the Future

At Humach, we approach every client relationship as a chance for an ongoing partnership. Our solutions, while painless on the client end, are never one-and-done, but rather multi-phase strategies where successes and shortcomings are assessed at every turn, calibrating future efforts. Our relationship with this client is no exception. We deeply value client feedback, which plays a crucial role in both the development of (and improvement upon) every Humach solution.

> "I felt abandoned by our last tech partner. Humach came in and made us feel like we were part of a true partnership. You have a personal stake in our success or failure."
>
> —*Client Manager of WFM, Training*

Leading Together, Creating Memories

Due to the overwhelming need generated in the early days of the pandemic, failure was not an option for our first collaboration with this client. To that end, we not only implemented a brand new technology stack, but also trained the staff who would use it while providing 24/7 tech support for the duration of the project. In addition to providing a technologically superior stack, our training system proved to be efficient, cost-effective, and indicative of a long-term partner aligned with our client's organizational goals.

At Humach, our greatest strength lies in our ability to craft solutions that utilize both humans and technology, a fact that resonated with a client weary of hearing pushy sales pitches. Rather than simply trying to close a sale, we used our early meetings with this client to understand their "big picture" and craft a custom solution to help realize this vision. It was this white-glove support that won our client over, and it's this same meticulous dedication that made the partnership a productive one over the course of this project.

Humach is a purpose-driven customer experience solutions provider that empowers companies to continuously improve the customer experience. Humach combines the strength of both humans and machines to simplify, streamline, and maximize the effort of both your customers and your teams.

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