



Rapid Response to a Work-At-Home Solution to Ensure Business Continuity

Opportunity

One of the largest, publicly traded property and casualty insurance providers, who offers roadside assistance, needed a work-at-home solution during the COVID-19 pandemic. The economy and businesses were challenged with lockdowns and stay-at-home orders. While these were necessary measures, contact centers and customer service providers were pushed to their limits to provide essential services. As the pandemic continued to impact businesses, our client wanted to protect its employees while providing exceptional roadside assistance as well as other services to customers.

Solution

With more than a decade of strong work-at-home experience, Qualfon deployed a work-at-home solution to ensure employee safety and business continuity. Our work-at-home solution provided:

- › Immediate assessment of basic infrastructure
- › Stable internet connectivity
- › Fast and effective internal communication between admin, management and agent

Results

Due to the working partnership of Operations, Workforce Management and IT & Security teams globally, the transition process to work-at-home was seamless.

- › Transition 340 agents to a work-at-home environment in four weeks
- › Issue computer hardware and compliant desktop software to meet client requirements
- › Provide hotspots to ensure stable internet connectivity

Our quick ability to implement this program, allowed us to deploy new luxury lines of business and additional work-at-home agents for our client.

For more information on our Work-at-Home Solutions, contact us today!

877-261-0804

www.qualfon.com