# Geomant Case Study
# SaveOnSP

Geomant implements new agent dashboard solution for SaveOnSP's contact center

## AT A GLANCE

### SaveOnSP Challenges

- Agent dashboards views that were difficult to edit or change
- Significant and timely cost involved with changes to views
- Heavy resource requirements when edits needed to be made

### Geomant Benefits

- Web-based admin tool for quick and easy editing
- Cost-effective solution for editing needs
- Flexibility to customize the agent dashboard to customer-specific requirements
- Ease of rapid deployment

SaveOnSP administers employer plan benefit designs that deliver cost-savings.

In the fall of 2021, SaveOnSP was preparing for a seasonal increase in call volume. To continue driving a high satisfaction customer experience, they needed improved visibility to real-time call metrics with an agile application that provided customization based on their business needs. SaveOnSP had evaluated other applications that were resource intensive, problematic to customize, and costly with an extended deployment timeline. They needed an agile partner with an easy to deploy, flexible, and user-friendly application that was not resource intensive to stand up.

After seeing how cost-effective and stress-free the solution was, they deployed Geomant Agent Desktop clients for 150 concurrent users. The agent views were designed to provide real-time data and be fully integrated with their Avaya Elite CMS system.

The solution from Geomant met the needs of the staff and provided the desired flexibility for ongoing administration, all with an expedited deployment. The web-based administrative tools continue to make it easy for SaveOnSP to modify their views, add new users, and roll out new agent desktops.

*"Geomant Wallboard managed to capture the essence of our day-to-day call center operations. A customizable visual Inova Wallboard is indispensable and shows the heartbeat of our organization at our fingertips. We would be lost without some way to see what's going on under the hood."*

**Tony Kahi, IT Operations Manager**

| MEMBER SERVICES | Calls Waiting | Longest Wait Time | ABND % | Calls Offered | AA | NR | ASA | Service Level |
|---|---|---|---|---|---|---|---|---|
| Queue One → | 18 | 0:49 | 0% | 129 | 0 | 0 | 0:44 | 82% |
| Queue Two → | 3 | 0:30 | 9% | 240 | 4 | 18 | 1:00 | 97% |
| Queue Three → | 2 | 0:30 | 9% | 139 | 3 | 22 | 1:00 | 98% |