

BP Business Solutions Achieves Business Efficiency While Maintaining-Growth and Increasing Productivity with Evolve Contact Suite

BP Business Solutions leverages Evolve IP's Unified Communications and Contact Center solutions to scale their business, increase efficiency and effectively deliver superior customer service tailored to meet their clients' specific business needs.



BP Business Solutions, a customer service leader in waste & recycling, equipment rental, commercial cleaning and landscaping solutions, was using a big-name VoIP provider for their hosted phone solution. Dale Wetherill, CIO of BP Business Solutions, recalls that "They never took the time to really understand the needs of our business. They just plugged in their product and hoped it solved our challenges." BP Business Solutions wanted to find a solution that was more tailored to their organization's specific needs, which centered around scalability and performance. They needed the ability to automate their contact center along with access to tools to monitor KPIs, helping them scale their business.

Also essential to their decision-making, BP Business Solutions required a solution that delivered sophisticated tracking and insight regarding call quality and agent performance, in order to ensure service would not deteriorate with growth.

Solution

BP Business Solutions partnered with Evolve IP using their UCaaS and CCaaS

solutions. "With Evolve IP, we leverage the contact center to automate those processes. Now we can direct inbound phone calls right to the appropriate contact," said Dale.

With Evolve IP, they have a solution that they can tailor to their clients' preferences and their specific business needs. "We can give our customers a choice on how they want to engage with us - text, email, call - having this system gives us the ability to do that. And more importantly, we have extremely detailed reporting which we use to measure our performance and develop KPIs," said Dale.

BP Business Solutions now has access to tools and reports that deliver real-time, actionable insights, driving the KPIs they need to scale their business. "We have the ability to manage, maintain, and adjust anything as our business grows," Dale said.

The Results

Maintaining Growth Rate YoY Without Increasing Staff - "Evolve IP's software allows us to do more with what we have

and it has been measurable. We have maintained head count from a year ago while increasing the volume of calls that we handle. The data is there and we are doing much more with the same personnel," Dale said.

Cost Savings with Reduced New Hire Rate - Prior to Evolve IP, BP Business Solutions was hiring 1.5-2 employees a year. Upon implementing Evolve IP's services, they have not had to hire despite experiencing continued growth.

Clearly Defined Benchmarking with Evolve IP's Performance Reporting - "A year ago, we knew we were doing well, but there was no data behind it. With the data we have now, we can define our success with measurable, specific information and we know if we are meeting expectations," said Dale

Access to Live, Visual Data - "Being able to have an actual wall board in our operation center that measures performance in real time is extremely helpful and gives us the ability to pivot if needed, when and if that metric falls below a defined threshold," said Dale.

"I would absolutely recommend Evolve IP. They keep it simple. Some vendors tend to over-complicate simple problems with the latest gadget out there. Evolve doesn't do that. While the tools they offer are extremely robust, how it is delivered, sold, and supported is extremely simple. They don't make big complex problems for simple needs."

Dale Wetherill,
Chief Information Officer
BP Business Solutions



LOCATION:
Chalfont, PA

INDUSTRY:
Consulting

CUSTOMER PROFILE

BP Business Solutions is the nationwide customer service leader in waste and recycling, equipment rental, commercial cleaning and landscaping services. Clients benefit from cost effective products and services paired with BP Business Solution's stellar customer support and account management. Their complete array of service offerings allows clients of all sizes to focus time and energy on growing their business.



PRODUCTS

- Unified Communications as a Service (UCaaS)
- Contact Center as a Service (CCaaS)



BUSINESS SITUATION

BP Business Solutions wanted to find a solution that was more tailored to their specific needs, which centered around scalability and performance. They needed the ability to automate their contact center along with access to tools and KPIs that offered them better tracking and insight into call quality, call volume and agent performance to better manage, maintain and scale as their business grows.



SOLUTIONS

BP Business Solutions partnered with Evolve IP using their UCaaS and CCaaS solutions. With Evolve IP, they have a solution that they can tailor to their clients' preferences and their specific business needs. BP Business Solutions now has access to the type of tools and KPIs they need to scale their business.

RESULTS



- Maintain growth YoY without increasing staff
- Cost savings with reduced New Hire Rate
- Clearly defined benchmarking with Evolve IP's Performance Reporting
- Access to live, Visual Data
- Platform that delivers on performance and scalability

OVERVIEW

Replacing their big name provider for hosted phones with UCaaS and CCaaS from Evolve IP, BP Business Solutions has been able to continue their year-over-year growth rate while increasing efficiency and productivity. Access to live, visual data and performance dashboards provides actionable insight, validating when performance is on course and providing early detection to pivot if needed. The new solution delivers on their need for scalability, performance and automation and the efficiency has allowed them to achieve cost-savings through an increase in employee productivity.

ABOUT EVOLVE IP

Evolve IP makes working better. We take the tools you use at the office, like a phone and your desktop apps, and deliver them all from a single portal that employees can access on any device, anywhere, at any time. This enables associates to be more productive and collaborative; contributing in ways that are meaningful to the business while fitting into their modern lifestyle. Our Purpose-Built® cloud solutions make IT more secure, dependable, and easier to manage, and include unified collaboration and communications, SaaS and hosted applications, access management, cloud desktops and contact centers.