



CASE STUDY

Fast-growing marketplace

Leader in emerging field between users and providers

US-based with customers across the country, with small to very large operations

APPROACH

- Profiled which of 33 contact center tech systems and associated processes client needed and which ones were unnecessary in the short term.
- Built and managed workforce management (WFM) system as interim WFM Director reporting to VP; scoped, interviewed, and trained full-time replacement.
- Introduced RPA (Robotics Process Automation) opportunities with hot new provider our Team Driva consultant had worked with in his previous VP role.

CHALLENGE

- Handle and manage significant organic growth (more services with each customer) and new logos.
- Contain costs faster than scale economies would otherwise enable.
- Reduce need for assisted support with automation.

IMPACT

- Grew revenues > costs, so the bottom line ballooned.
- Added more RPA “bots” across the enterprise.
- Acquired adjacent businesses and integrated them into WFM and other systems.

For more information visit us at www.drivasolutions.com or email us at info@drivasolutions.com