

Choosing the Right Call Center Outsourcing Partner

About

Vast Broadband is a broadband/cable company providing high-speed Internet, television and digital telephone services to approximately 55,000 residential customers in South Dakota, NW Iowa, and SW Minnesota.

Vast distinguishes themselves in a hyper-competitive marketplace by their unyielding dedication to their customers and their promise to deliver the best products and services at an exceptional value. Vast continually searches for novel opportunities to raise the bar and promote the best customer experience in the industry.

Problem

In recent months, Vast Broadband has spent a considerable amount of time and resources upgrading their network infrastructure, expanding their HD channel lineup, and improving their Internet speeds by up to 200 Mbps. These improvements and upgraded Internet speeds were done in hopes of paving the way for more service offerings in the near future.

Vast was implementing a standard annual package change which would impact some customers rates by about \$10 a month. Vast was forecasting additional call volume during this project, and did not want customer experience or hold times to be adversely impacted. Through partnership with both companies, a timeline, project plan, and forecasts were established and executed upon.

“I was very impressed by SecurityCoverage’s flexibility to be creative with solutions that met our needs. They were also adaptable to our fluid timeframe, and delivered an exceptional experience both at the account and the customer level.”

Juanita Schmunk, Director of Customer Care, Vast Broadband

Solution

To ensure the delivery of a superior customer experience, Vast Broadband partnered with SecurityCoverage’s TotalTech Support Help Desk for a solution. In order to minimize the potential churn and increased volume impact a rate increase might create; SecurityCoverage put together a partner-focused and very economical special project plan.

The Overflow Project Plan consisted of a fluid yet detailed delivery schedule, systems training and integration, and very cost-effective pricing. SecurityCoverage provided extremely consistent and effective communication cross-functionally, with additional resources to “spin up” the project.

Partner

Vast Broadband



Industry

Cable Telecommunications

Results

- Supported forecasted high volume call center project
- Over delivered on expectations.
- Adapted to desired timeline and executed flawless launch
- Consistent and effective communications throughout project

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Results

SecurityCoverage provided a solid project plan entailing all training, system access, and time lines and accomplished the project with minimal strain on operations.

SecurityCoverage provided a zero stress, zero miss solution in effort to assist a valued partner. Their expertise and execution provided Vast Broadband with a seamless and effective solution experience.

“We received very positive feedback from our trainers on how well SecurityCoverage’s team absorbed the information to meet our forecasted timeline. The process was as seamless as we could have possibly expected and we are very pleased with how they handled it.”

Juanita Schmunk, Director of Customer Care, Vast Broadband

“We pride ourselves in being an easy partner to work with. We hold ourselves to an extremely high level of excellence & carefully calibrated Partner experience. It was a pleasure having the opportunity to work with Vast on this project and we look forward to our continued relationship.”

Jon Bartleson, President,
Chief Operating Officer,
SecurityCoverage, Inc.



About SecurityCoverage

SecurityCoverage, Inc. is a leading provider of mobile and desktop security software, data protection, file backup and technical support services. Founded in 2003 with a clear mission to simplify the use of technology and provide world class customer service, we remain relentlessly dedicated to protecting consumer devices and personal data. Today, over 350 partners from diverse markets like telecommunications, broadband, mobile, retail and warranty help SecurityCoverage achieve its mission for consumers everywhere. Learn more at www.securitycoverage.com.