

Rapid Call Routing Implementation from Edify Consulting Services

SECOND LARGEST U.S. PHONE COMPANY FACES A CHALLENGING IMPLEMENTATION

Pacific Bell, in combination with its parent company Southwestern Bell Communications (SBC), has 120,000 employees. Pacific Bell was already working with Edify Consulting Services to replace its labor-intensive, paper-based time and attendance application when it had a critical realization: without improved call routing, its large employee base might not quickly accept and use the new application.

“Like any project team, we wanted to succeed,” said Burke Fong, Manager of IVR Development for the Employee System Project. “Even a small delay of a few days would have caused a great deal of user dissatisfaction and put the success of the new time and attendance application in jeopardy.”

THE CHALLENGE

The new call routing application had to be in place prior to the planned rollout of the time and attendance application. The only way to meet this goal was to adhere to an extremely aggressive timeline, but due to previous obligations, Pacific Bell’s internal IT group could not commit to the schedule. Based on his prior positive experience with Edify Consulting Services, Fong turned to Edify for help.

EDIFY BEATS THE AGGRESSIVE DEADLINE

Edify Consulting Services proved more than up to the task of implementing a customized call routing application within the unusually tight timeline. In fact, despite changing schedules and the last-minute contract, Edify Consulting Services completed the project ahead of schedule. “They got more done in a short timeline than I would have ever thought possible,” says Fong. “We went to the Edify team for help, and ‘bang,’ basically it was done.”

TEAMWORK FROM START TO FINISH

Edify Consulting Services worked with Pacific Bell on every aspect of the project—defining requirements, design, development, testing, and getting the time and attendance and call routing modules ready for production. Fong found the Edify team to be reliable, knowledgeable, and efficient. “Most importantly, they worked as a partner to understand Pacific Bell’s business needs. The Edify project manager had a huge wealth of knowledge that really impressed our own project team. The end result was that when we brought up the new system, it was seamless to the user population.”

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—Burke Fong
IVR Development Manager
Employee System Project
Pacific Bell



AN INTEGRATED, TAILOR-MADE SOLUTION

Edify's time and attendance application is the first known web or voice real-time production system fully integrated with SAP's HR module. In fact, Pacific Bell chose Edify Consulting Services in part because of the team's experience integrating Edify applications with SAP. The Edify team provided recommendations on how to successfully integrate the two systems: ways to get the customer-entered data to the correct fields in SAP, what portions of the huge amount of data from SAP should appear on employee screens, and how best to display it. In addition, they found innovative ways to interface Edify's Electronic Workforce® software with SAP's HR module.

RESULTS THAT EXCEED EXPECTATIONS

Pacific Bell and Edify Consulting Services' efforts have resulted in simplified system maintenance and more accessible employee services. Edify Consulting Services designed the call routing system specifically for easy integration of changes and fast problem resolution. As a result, Pacific Bell's Employee System Project team can instantly see when a user has a problem, allowing them to isolate and solve the problem even before the user reports it. Since the Edify system went live, Pacific Bell has experienced 99% uptime and has enjoyed a reduction of system maintenance by 90%—to one hour per week. Employees can access the new time and attendance application through a web and voice interface that is easy to use, intuitive, and convenient. The new call routing application lets employees successfully access services and information every time in contrast to only one successful attempt out of four with the previous system.



FOR MORE INFORMATION

For more information about Edify products and services, please visit our website at www.edify.com or call 1-800-944-0056 (United States and Canada).

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PACIFIC BELL AND EDIFY CONSULTING SERVICES FUTURE PLANS

This year, Pacific Bell's Employee System Project team will face its biggest challenge yet when 150 employee information systems will be replaced by a single integrated Edify and SAP solution. Pacific Bell has enlisted Edify Consulting Services to build a series of custom HR self service modules, including direct deposit, employment verification, overtime and vacation balance inquiry, training enrollment, online W-4, and time reporting. Significantly adding to the complexity of the task is the fact that these new IVR applications will support an impressive 120,000 employees, ten times today's user population of 12,000.

While Fong has reasons for feeling some apprehension in anticipation of this major event, Pacific Bell's Edify system isn't one of them. "I have a lot of confidence in the Edify system due to the fact that I've worked so closely with the Edify consulting team. Because I know their skill set and what they can do, at least our Edify system is the one thing I don't have to worry about when we flip that switch."

SUMMARY

Developed and implemented time and attendance and call routing solution.

Industry:	Telecommunications
Product:	Electronic Workforce
Back-End Systems:	UNIX, Oracle database, Centrex ACD
HRMS:	SAP
Media:	Web and IVR