

FROM SERVICE PROVIDER TRANSITION TO PERFORMANCE TRANSFORMATION: How Nimble seamlessly improved cashflow and service in high-volume account management

BACKGROUND

Following the end of a previous service provider's contract, a leading African connectivity, digital, and financial services company awarded a tender to Nimble Business Support Services (BSS) to improve outcomes for their high-volume account management needs.

The scope of work included resolving subscriber queries, managing accounts in default, and providing business support administration - all while seamlessly integrating existing staff into a new operational framework to ensure continuity and enhanced performance.

THE CHALLENGE

Retaining over 125 employees from the previous provider to avoid retrenchments, operational disruption, and loss of continuity in the department.

The client needed a seamless transition along with improved operational efficiencies and performance delivered by this same team.

THE GOAL

Our overall objectives were to; ensure a smooth transition, enhance the efficiency of cash collections, and to improve customer relationships through better service.

AT A GLANCE

Challenges

- Integration of over 125 current staff
- Enhanced cash collections management and customer service
- Management of 140,000 accounts monthly

Benefits

- Seamless transition with no disruption in operations
- Inbound calls Service Level of 82% - up from 67%
- Improved productivity with an average of 8,000 accounts worked daily
- Collected over R1.25 billion – increasing cash realization rates by 6%



THE NIMBLE BUSINESS SUPPORT SERVICES SOLUTION

- **Staff Integration and Retention:** Employed 125 staff from the previous provider under a S197 Labor Relations Act process, avoiding retrenchments and maintaining continuity.
- **System Integration and Off-Site Operations:** Relocation of the full team to Nimble's premises while integrating client systems with Nimble's. This ensured that our systems always reconciled and allowed for seamless off-client-site operations.

Technical Expertise and Systems Integration:

BSS leveraged its extensive experience with key telecommunications systems to manage high-volume collections efficiently. The systems included:

- **IWS:** Used for handling outbound and inbound calls, recording client interactions, and managing electronic services like emails and SMS.
- **Tallyman:** Managed payment arrangements, contact updates, and account statuses, with every interaction recorded as a memo to track account activities.
- **SCO Dash:** Allowed agents to monitor performance metrics on an hourly, daily, weekly, and monthly basis.
- **C3D (Siebel):** Used for detailed account management tasks, including viewing invoice breakdowns, updating banking details, and handling service requests.
- **Eppix:** Managed real-time statements, monitored payments, and updated legacy account details, enhancing the overall collections process.

- **Data-Driven Strategy:** Invested in understanding historical call trends and customer behaviour. This informed proactive planning and campaign strategies.
- **High-Volume Account Management:** Managed an average of over 8,000 accounts daily, ensuring consistent and effective collections efforts.
- **Employee Development:** Enhanced service quality and efficiency of existing team was driven by various staff development and learning initiatives. All our trainers were certified by the client. Additional support and oversight provided by skilled Nimble Managers.



BUSINESS IMPACT

Nimble BSS delivered significant improvements across key performance indicators:

- **15% Increase in Inbound Call Service Level:** Service level improved from 67% to 82% within three months, surpassing the client's 80% target and was maintained throughout the three-year contract.
- **Increased Productivity on High-Volume Accounts:** BSS managed an average of 140,000 accounts monthly, maximizing customer reach and service efficiency.
- **RI.25 Billion Collected:** Cash flow was substantially improved by increasing historical cash realization rates by 6 percentage points and enhancing collections by 30% in the first year.
- **Seamless Transition:** Operations were not impacted by the change in service providers, as the same staff seamlessly continued their work under Nimble's employment, maintaining performance and continuity.



CONCLUSION

Nimble Business Support Services successfully transformed the client's Subscriber Collections department, enhancing service quality, increasing cash collections, and ensuring operational continuity. This partnership highlights how even large companies can benefit from a flexible outsourced model that adapts to their needs, driving success in a competitive market.