

Case Study: Optimizing a Rapidly Growing Cellular Company

I. Description

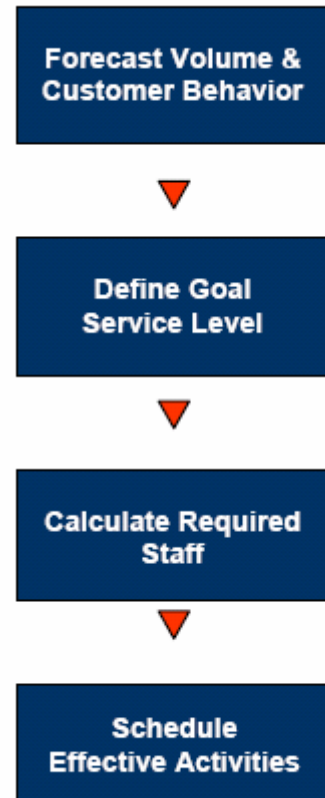
One of the fastest growing cellular operators anticipated tremendous growth over a span of two years. In order to meet the expected demand, the company brought in Tefen to redesign their staffing models and adjust service level requirements to reach world-class benchmark standards.

II. Methodology

- Revised Staffing Model to align with operating goals.
- Revised Key Performance metrics to improve productivity by 20%.
- Implemented continuous improvement methodologies for future training programs.

III. Results Achieved

- Abandonment Rate decreased from 10% to 2%.
- Customer Satisfaction levels increased by 28%.
- Cost per call reduced by 28%.
- Customer complaints decreased by 23%.



**Specific project results are proprietary. For more information regarding this case study or to request an introductory meeting, email us at info@tefen.com.*