

# DATACOM

## Answers for large Federal Government Client

↓  
**17%**  
AHT  
Reduction

📈  
**Improved speed**  
to competency

### The Challenge

Datacom is one of Asia-Pacific’s leading IT-based service providers, operating across New Zealand, Australia, Malaysia and the Philippines. They design, build and run IT systems and processes for businesses across key market sectors including healthcare, local government and education.

Datacom manages customer contact for a large Federal Government client, assisting consumers with enquiries through phone, email and webchat channels. With the complex nature of these enquiries and a strong focus on compliance, the Datacom Connect team had to quickly develop an understanding of the products and services in order to accurately articulate relevant knowledge to the consumer.

### The Objective

The Datacom Connect team wanted to increase the level of consistency in the answers being provided to consumers. Any system they selected needed to be adaptable and able to deliver information in a clear, readable format.

Dean Fox, Senior Operations Manager, said the team had tried various internal solutions that didn’t seem to have an impact. “We were very open to bringing in a tool that was going to continue to develop and mature with us. For us, that was livepro. It was encouraging that we could go on a journey with livepro to improve our knowledge management.”

“We had tried things like SharePoint and just using Word documents, but they weren’t adaptable and didn’t give us the control we needed to get information out to our team.”

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*we are so pleased we chose livepro for our knowledge management. livepro delivered great results and have turned out to be great partners.*

**Libby Ewing-Jarvie**  
General Manager,  
Datacom Connect



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**The introduction of livepro**

Bringing in livepro, coupled with a combination of other measures including governance and operations frameworks, made a significant impact. Datacom used the implementation of livepro as an opportunity to enhance action planning, soft skills and standard contact centre skill building.

**“These other measures were great, but livepro helped us to get there faster. We were also surprised by all of the other outcomes livepro was able to help us achieve.”** said Dean, Senior Operations Manager.

- **Reduced Average Handling Time**  
 Reduction across the team was 51 seconds on a 5 minute AHT, a 17% improvement.
- **Increased Speed To Competency**  
 Learning & Development incorporate the use of livepro into all training. Staff are now able to navigate themselves through the system to access information and no longer have to memorise lots of information.
- **Enthusiastic User Adoption**  
 The team loves livepro because it is so easy to use and they have a say in how knowledge is delivered through the feedback function.
- **Continuous Improvement Process**  
 livepro is a key component of our continuous improvement process with a charter of creating improvements in customer and employee experience.
- **Quality Assurance**  
 livepro makes our quality assurance easy with its version control, workflow controls and we are able to track behavioral trends behind various Knowledge pieces.



**About livepro**

Since 2001, livepro has enabled over 5,000 users, including contact centres, customer operations and process-driven organisations, to enhance customer service, slash operating costs, foster employee engagement and improve compliance.

Datacom continues to work with the livepro team and are developing a Best Practice Knowledge Management Team to further enhance the level of service they provide to their clients.

