

THE CHALLENGE

As part of its single vendor strategy for national TPV service, MCI sought a partner that could quickly transition existing sites, turn up a new site, manage the TPV operation, and improve quality.

MCI need Istonish to do the following in order to complete their goal:

- Execute MSA and SOW in January and launch program in March of same year
- Integrate hundreds of employees from two different companies into Istonish.
- Hire new leadership team and HR staff in Brantford site; build out and turn-up new center in Vancouver, B.C.
- Expand business offering to ensure that MCI complies with Code of Ethics & Business Conduct

THE SOLUTION

- Successfully integrated and launched new sites within aggressive timeframe
- Seamlessly assumed responsibility and successfully managed the project to SLA's
- Delivered WOW! & other Quality initiatives
- Effectively addressed "unknowns" and fulfilled voids in the business, such as:
 - Rep Level Performance Measurements
 - Management Salary Freeze/Incentive Bonuses
 - Recognition Programs
 - HR Processes/Procedures
- Istonish process included: excellent management, large customer experience, fast and smooth transitions and technology

and multi-lingual IVR and real-time flow-through billing interfaces.

- All completed using by 250 resources who worked on this program.

THE BENEFITS

Istonish provides MCI with Third Party Verification Services through our call center in Vancouver, BC. Istonish's TPV

- Istonish rapidly integrated 650+ employees from two different companies to make significant improvements in MCI quality.
- After hiring a new leadership team and HR staff, MCI and Istonish built out and turned up a new center in five months.
- Istonish seamlessly assumed responsibility and successfully managed the project to service level agreements and delivered other quality initiatives.
- Istonish effectively addressed unknowns and fulfilled voids in the business, such as rep level performance measurements, management salary freeze/incentive bonuses, recognition programs, and HR processes/procedures.
- Istonish's talented, well trained agents, superior management, staffing practices and information gathering gave their marketing group a competitive edge.

*Please note this office is no longer active.



Recognized by MCI as "Excellent Business Partner."

