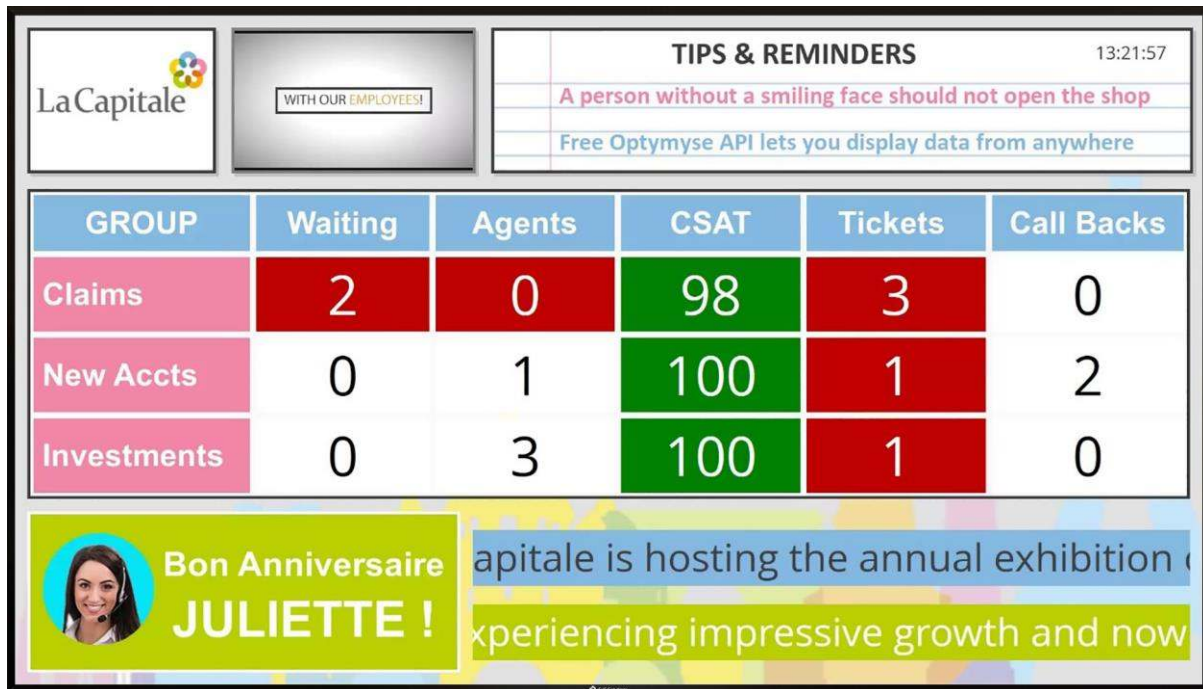


Case Study

La Capitale Financial Group - Canada



Back Ground

Many companies continue to use traditional wallboard technology to monitor contact center agents, this technology is outdated and in many cases, has not been reviewed for many years.

The danger in continuing to use traditional wallboards is that they do not have the ability to be designed to meet the human needs of modern contact center employees, nor be aligned with new findings in the area of employee satisfaction and engagement.

Customer Profile

In 1940, La Capitale was founded in Quebec City by provincial public employees who wanted to provide financial security to their families. Today our Mutual has grown close to 270,000 members and has hundreds of thousands of clients across Canada. In spite of its growth, La Capitale has remained true to its values of mutual aid and solidarity.

\$6.4Bn Consolidated Assets.

Objective

La Capitale needed to replace ageing contact center wallboard technology with a solution which was:



SJS Solutions

- Cheaper to maintain and support
- Easier to administer and control
- Had no hidden design and administration costs
- Flexible enough to meet their design needs today and into the future

Summary

La Capitale deployed Optymyse Advanced Wallboard Technology (On-premise) and using a combination of the Optymyse Cisco UCCE real-time connector and Generic ODBC connector, they were able to collect the information they required and deliver it in real time to contact center agents, plus improve communication and brand awareness within their Quebec contact center.

La Capitale started with a 10 screen Optymyse Professional Solution which was expanded to a 40 screen Enterprise solution within 6 months.

Customer Feedback

“The additional screen design features are great, but the main reason we chose Optymyse is the time it saves us on administration, compared to the other systems we looked at.”

– Francois Lemieux, La Capitale, Canada