Case Study

Scion Dental – United States

Background

Many companies continue to use traditional wallboard technology to monitor contact center agents, this technology is outdated and in many cases, has not been reviewed for many years.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 around the area of employee satisfaction and engagement.

Customer Profile

Scion Dental, part of the SKYGEN USA family of companies that specialize in technology-enabled benefits management solutions, is a dental administration company focused on bringing a next-generation of claims management and technology tools together for payers that enable them to improve process efficiencies, achieve compliance, and reduce the cost of delivering benefits.

The company was created by a team of executives who have been at the forefront of the dental benefit management industry since the early 1990s. Their first company, Doral Dental, applied innovative technology to Medicaid dental program management and grew into one of the largest dental benefit management companies in the U.S. before its sale in 2004. With Scion Dental, the team once again changed all the rules, transforming the way dental benefits are managed by utilizing cutting-edge, purpose-built technology to keep administrative costs low and improve access and service. Today, Scion Dental continues to lead the industry through its focus on innovative

program management, exceptional technology, strategic provider and member outreach, and bottom-line results. They are headquartered in Menomonee Falls, Wisconsin US.

Objective
Scion needed to replace ageing contact center wallboard technology with a solution which was:

- 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
Scion Dental deployed Optymyse Advanced Wallboard Technology (On-Premise) and using a combination of the Optymyse software and Shoretel Enterprise Contact Center (ECC), 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 Wisconsin contact center.

Scion purchased a 3 screen Optymyse Professional Solution upgrading from the Optymyse 4 product.

Customer Feedback
"We would just like to pass along our thanks again for always willing to take the time and help us through our questions. This applies to not only questions with the product itself, but further going into the details of keeping agents engaged and best practices to do so.   All members of the SJS team are extremely responsive and truly show they want the best for their clients.

Whether it is through the webinars you host or the training we just had with Steph, SJS continues to deliver great service and a great product."

– Tim Robinson, Customer Service Advisor, Scion Dental, United States