



ABOUT OUR PARTNER

A leading global provider of fresh food delivery for wholesome home-made meals. Through a subscription service model, our partner provides everything required for delicious meals, carefully planned, sourced and delivered to the front door of each subscriber with no preparing, no shopping and no hassle. Behind the scenes, our partner operates a huge data-driven technology platform to optimize their global operations, business economics and customer experience.

PARTNER CHALLENGE

Like many international organizations, our partner was looking for scalable processes to expand their brand experience into their contact center operations and enhance their customer's experience. At the heart of every customer experience division is the vendor management function. Championing goals, limiting liabilities and acting as an accountability mechanism, they all need to work together, from different countries, to drive performance to new levels. But there are hundreds of variables at play in every interval and operation. It takes a specific skill set, coupled with dedicated focus to manage all the variables across the organizational team, both internal and external, to ensure an operation achieves planned outcomes.

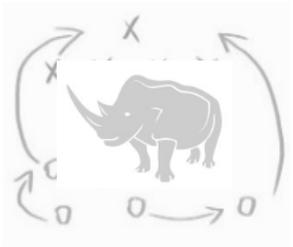
PARTNER PROJECT

- ✓ Amazing Product
- ✓ Motivated Team
- ✓ Aligned Partnerships
- ✓ Strong Data Intelligence
- ✓ Closed-Loop Communication
- ✓ Understanding of Best Practices



KNOWLEDGE RHINO TAILORED SOLUTION

More so than quality and price, memorable experience is the No. 1 factor that drives consumer choices such as repeat purchases and continued loyalty. Our partner knew they needed a centralized source of operational instructions, training tools and support for their various teams. So we created a “playbook” to help them continue to achieve success through best in class service standard and audit tools that accelerate performance while reducing defects as the company scales. Like a traditional sports playbook, with plays that a team can call during a game, this **customized plan provided step-by-step instructions in six key areas:**



SCREENING



SCRIPTING,
TRAINING, QA



WFM/ PRODUCTION
PLANNING



COMMUNICATION
STRATEGY



INCENTIVES



REPORTING

PARTNERSHIP RESULTS



Based on a thorough analysis of existing operations and overall business goals and objectives, Knowledge Rhino designed and implemented scalable standard operating procedures. Thought leadership from multiple verticals helped to improve our partner’s customer experience and allowed them to save time and money on vendor management processes. Now our partner can do what they do best – bringing people together with fresh natural ingredients and healthy food, changing the way people prepare and consume meals.

CONTACT CENTER CONSULTING, PERFORMANCE MANAGEMENT & CUSTOMER ENGAGEMENT EXPERTISE

- ✓ *A scalable playbook tailored from targeted analysis of current operation, processes and standards will aid employees in executing a brand experience across many partners and vendors.*
- ✓ *Verification toolkits supported by auditing guide ensures the playbook is being consistently performed without defects.*
- ✓ *Supporting documentation, process, methods and checklist on how to audit, verify/ certify and score operational execution are best aggregated into scorecard and incentivized.*

Knowledge Rhino is a consulting and managed services firm that helps companies better understand their customer interaction habits through speech and Big Data analysis so they can better serve their customers.

info@KnowledgeRhino.com