

## Public Utilities of Munich GmbH

Public Utilities of Munich (SWM) has been supplying water and power to the Bavarian Metropolis for the past 100 years. The SWM is dedicated to supplying the one million citizens of the Bavarian state capital with an ecologically-friendly supply of energy and natural drinking water from the Bavarian Voralpenland, an area just outside the Swiss Alps. In addition, the SWM provides, operates and maintains 18 modern swimming pools for the citizens of Munich. MVG, the sister company to the SWM, provides much of the public transportation in Munich, including the subway, streetcars and busses. The SWM employs approximately 6500 individuals, and grossed approximately \$4.5 billion euro in 2007.

### Public Utilities of Munich GmbH Improves Customer Service in Contact Center with Envision Click2Coach®

In order to better serve the citizens that rely on them each day, SWM recognized it needed a workforce optimization tool in their call centers to help drive operational excellence and provide a return on investment they could justify.

Determined to insure customer service as a central focus for SWM, the power company also wanted a quantitative and qualitative solution to increasing customer satisfaction.

After a thorough investigation and testing of different quality monitoring options, SWM selected Envision Telephony partner, Almato, to implement Envision Click2Coach® in order to provide a higher level of service to their private and business clients.

Click2Coach® includes Envision Quality Monitoring™ and Envision Learning™ both of which function within Envision's innovative Web-based user platform, called Envision Centricity™.

Utilizing these powerful solutions together enables SWM supervisors and trainers to deliver both immediate and ongoing feedback and develop agents who are motivated to excel.

Click2Coach® provides call center supervisors with the training, quality monitoring and evaluation tools they need to develop agents who have the skills and knowledge to provide consistently superior customer service.



### Overview

#### Results

- > Higher marks for internal and external service quality
- > High acceptance with SWM users
- > Positive worker feedback
- > Higher productivity and automatic integration of Click2Coach into the existing systems

#### Purchase Decision Factors

- > Increase objectivity during the coaching process
- > Relief with the recognition and addressing of training courses needed
- > Able to focus on service as the differentiating factor in an increasingly competitive market
- > Able to be flexible during the conversion of SWM specific requirements in dealing with customers changing demands
- > Intuitive operation results with minimal training needed
- > Excellent "look and feel" increases acceptance by users

#### Product Solution

Click2Coach®

#### Industry

Utilities

#### Web Site

[www.swm.de](http://www.swm.de)

### Active market and service strategy

Since implementing Click2Coach, SWM is now able to stay ahead of production quotas while providing exceptional customer service. Click2Coach has allowed SWM to achieve their Operational Excellence Initiative, a multipart strategy aimed at developing their product and service offerings.

Click2Coach is an ideal solution for SWM because it allows managers to establish potential opportunities for agent development and then provide coaching to improve customer experience. In addition, SWM is able to offer their clients better pricing and a higher level of service, and has increased their ROI through implementing the Click2Coach solution.

### Click2Coach implementation

SWM was able to implement Click2Coach seamlessly and efficiently, within only a few days. The SWM contact center managers found the product to be very intuitive, and were able to use it efficiently within a few days with little training.

Contact center managers and agents alike saw the advantages of Click2Coach instantly, even after some initial hesitation about using a recording tool.

SWM was honored in 2008 for their outstanding quality measures by the Bavarian Ministry of Economic Affairs. SWM employees strive to provide exceptional customer service, and customers of SWM have seen a clear improvement in the customer service provided by SWM.

SWM believes the customer service they now provide their customers would be inconceivable without their implementation of Envision Click2Coach.

**“With Envision Click2Coach we now have a tool that allows us to record agent calls and coach them on improvements in a timely and efficient manner. We were able to implement Click2Coach seamlessly and at a cost we are able to justify.”**

**Matthias Schmidt,**

Leader, Project and System Management  
SWM Kundenservice GmbH, Customer  
Service Team Lead

### About Envision

Envision is a pioneer in delivering innovative team coaching and performance improvement products and services to the contact center. Envision's landmark and industry-renowned Click2Coach® fully integrates the value of quality monitoring and management, e-learning, automated coaching and robust analytics and performance management capabilities.

Envision marries the power of Click2Coach and Envision Workforce Management™ together on the award-winning Envision Centricity® Web-based workforce optimization (WFO) technology platform to deliver a full spectrum of ROI-driven efficiency and effectiveness gains that meet the most specific and unique objectives of customer-focused organizations worldwide.

A commitment to unparalleled customer-centricity is at the center of the company's mission and is what makes Envision the authority on delivering an uncompromising customer experience. Visit [www.envisioninc.com](http://www.envisioninc.com), email [info@envisioninc.com](mailto:info@envisioninc.com) or call 206.225.0800 ext. 500 for more information.

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