



Successful Implementation of Call Center Saves Company Time & Money

Company: Advanced Drainage Systems (ADS)

Industry: Industrial Manufacturing

Capabilities Area: Project Management

Business Challenge

This one billion dollar industrial manufacturing company needed to improve their overall voice communication for their call centers and corporate offices. Over 3 million customer service calls and over 350,000 orders are processed each year.

Why Navigator

ADS believed that Navigator's fundamental project management principals and the "no heroes" approach to the overall implementation would make this implementation a success.

Navigator's Role

A team of Navigator consultants will leverage it's core Beacon Methodology to drive results from design through implementation. Our team effort approach will:

- Lead inclusive team project planning
- Documentation
- Rigorous testing
- Detailed cutover plan

Results

Navigator successfully lead a team of 25 people through the implementation of their new call center management system, including 4 call centers, 125 customer service representatives and 200 corporate users. As a result, ADS has improved accountability of customer increased knowledge sharing and teamwork and improved customer access. The 4 call centers and 2 corporate offices were implemented on time, as planned.

"Navigator came in and quickly organized this project with its many moving parts and large project team. Navigator brought structured project discipline, high performance team concepts, and milestone driven leadership to help the collective team execute the project to a successful on-time completion"

-Director of Information Technology
and Project Sponsor