

## INCREASING CALL CENTER PRODUCTIVITY

/// ROI CASE STUDY



### The Bottom Line

Through the utilization of Intel® vPro™ technology, customers can enhance and extend remote management capabilities of their desktops, laptops and point-of-sale devices, which enable reduction in desktside visits, improvements in hardware asset management and acceleration of problem identification and resolution among other benefits.

As Alliance Partners, EDS and Intel launched a collaborative project to determine the potential benefits of deploying Intel vPro technology. After four months of joint effort, Intel vPro technology and its associated tools demonstrated close to **3x return on investment by the end of the third year** on selected process improvements.

### The Situation

Based in Plano, Texas, EDS founded the information technology (IT) outsourcing industry 45 years ago. Today, EDS delivers a broad portfolio of information technology and business process outsourcing services to clients in the manufacturing, financial services, healthcare, communications, energy, transportation, and consumer and retail industries and to governments around the world.

Three years ago, EDS began working with Intel to capture and maximize the benefits of the embedded management capabilities of Intel vPro technology. EDS provided input to the design and development of the technology and proved its value through pilot deployments.

### Conducting the Return on Investment (ROI)

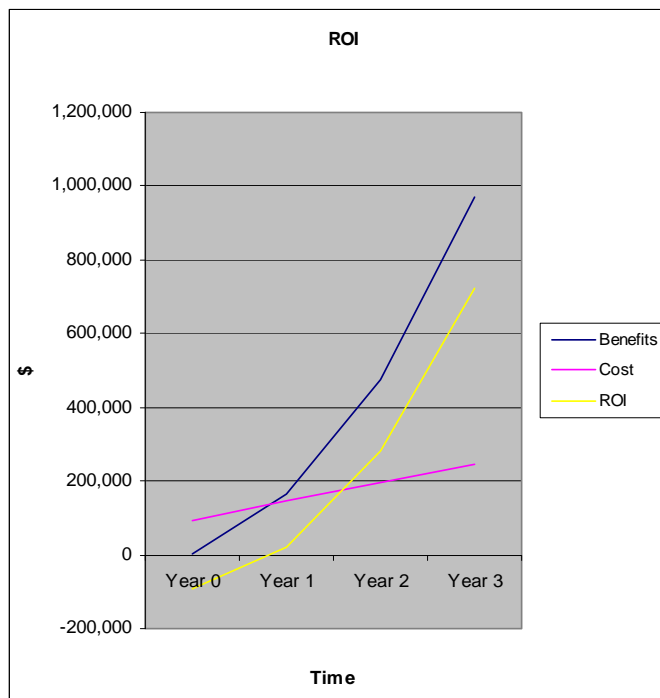
An EDS call center in Canada that supports three major clients across financial services, retail and government was selected for the initial pilot deployment. A base of 79 desktops was refreshed with new Dell\* 745c workstations that included Intel® Core™2 processor with vPro™ technology. The investment dollars used in the calculations were comprised of associated implementation, deployment and ongoing infrastructure management costs. Savings were extrapolated over a three year period, with the assumption that call center desktops would be replaced with Intel vPro technology enabled systems as part of EDS' standard three-year refresh cycle.

## Key Findings

EDS' initial deployment of Intel vPro technology in a busy call center demonstrated measurable opportunities and improvements in terms of increased productivity and reduced costs that EDS will replicate throughout the remainder of its install base.

Specifically, the Canadian deployment showed that for every 10,000 call center seats:

- **Break-even investment in year 1**, when deploying PCs with Intel vPro technology.
- Minimized interruptions to call center agents resulted in a productivity benefit equivalent to **\$645,000 across 3 years**. Intel vPro technology enables applying software patches in off-hours which reduces unscheduled breaks for call center agents allowing them to take 10 more calls per agent each year.
- Power efficiency improvement of **25%** through the ability to remotely turn PCs on and off. Most call center employees do not turn their machines off in order to save up-time. With Intel vPro technology, machines can be remotely powered on prior to the shift arriving providing both efficiency and energy cost savings.
- Estimated positive ROI of **296% over 3 years**, with additional savings of at least **\$3,000,000 after 6 years** when the first wave of Intel vPro technology capable machines are refreshed. EDS currently dispatches a field engineer to perform a three pass disk wipe on each non-Intel vPro technology capable PC prior to its return to ensure protection of corporate and customer data during transit to the lessor. The pilot proved that for systems with Intel vPro technology this task can be performed remotely eliminating deskside visits.



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