



Case Study

South Central Connecticut Regional Water Authority Modernizes and Improves CX



integrated voice solutions

Company

South Central Connecticut
Regional Water, New Haven, CT
www.rwater.com

Technologies Used

- ✓ Arca+ conversion product
- ✓ Convergys IVP platform
- ✓ Convergys Interaction Composer

New Platform Positions Company to Add More Channels and Self-Service Capabilities

Integrated Voice Solutions (IVS) migrates Regional Water's IVR system to Convergys' open-standards based Intelligent Voice Portal platform, less than 30% of the time and 35% of the cost that would have been required to rewrite the company's existing IVR applications. RWA is now able to connect with customers using the latest automated business channels and is positioned to grow on a current and expandable platform.

"Integrated Voice Solutions migrated our IVR to a new platform. The migration streamlined and significantly enhanced the overall customer experience. The IVS team demonstrated a high degree of flexibility and responsiveness during the project to meet our requirements. IVS is also our maintenance vendor and they have been very timely addressing our support needs."

- Carol Bajoros
Regional Water IT Manager



IVS and RWA Partner on an Upgraded Customer Experience

RWA's existing platform and applications limited their ability to allow customers to effectively self-serve. In a detailed review of where the automated service needed to shift, it was found that a portion of the application actually worked quite well for the customers, so the direction was clear. Using Arca+ to migrate the "good" functionality allowed RWA to achieve significant cost and time savings, making the re-design and re-write of the enhanced functionality feasible. "IVS's use of Arca+ provided us with both cost savings and flexibility, while positioning us for future growth. IVS and Arca+ allowed Regional Water the best of both worlds", said Ed Carboni, Regional Water Project Coordinator.

Project Statistics

- Cost Savings on Functionality Converted: \$31,500
- Overall Project Hours (effort) with Arca+ Automation: 533
- Overall Project Hours Saved: 495
- Overall Project Cost Savings: 38%
- Overall Project Hours (effort) with No Automation: 1028

Company Profiles

Integrated Voice Solutions

IVS is an industry-trusted architect of customer experience solutions that assist businesses in connecting with their customers across automated channels. By building technologies that allow implementation of positive, personalized, and interactive end-user experiences, IVS is shaping the way businesses communicate. IVS customers include some of the largest organizations in the world, representing all industries. www.integratedvoicesolutions.com



Convergys

Convergys delivers consistent, quality customer experiences in 47 languages and from more than 150 locations around the globe. We partner with our clients to improve customer loyalty, reduce costs, and generate revenue through an extensive portfolio of capabilities, including customer care, analytics, tech support, collections, home agent, and end-to-end selling. We are committed to delighting our clients and their customers, delivering value to our shareholders, and creating opportunities for our talented caring employees, 125,000-strong, in 31 countries around the world. www.convergys.com



South Central Connecticut Regional Water Authority

The South Central Connecticut Regional Water Authority is a non-profit public corporation created by the Connecticut Legislature in 1977. We own more than 27,000-acres of land and provide a wide array of recreational opportunities and water-related services. Through our Whitney Water Center, we offer hands-on water science programs to thousands of students annually.

On average, we supply 46 million gallons of water a day to a population of some 430,000 persons. We provide water and other services in all or portions of Ansonia, Bethany, Branford, Cheshire, Derby, East Haven, Hamden, Milford, New Haven, North Branford, North Haven, Orange, Seymour, West Haven and Woodbridge. We own land in Beacon Falls, Guilford, Killingworth, Madison, and Prospect. www.rwater.com



Arca+

Arca+ by Arca Software provides an automated method for migrating applications from a legacy IVR system to a new open standards system that allows businesses to leverage industry-standard architectures while driving down both the cost to develop new applications, and ongoing maintenance and support. Using Arca+, the migration of an application can typically be carried out in a quarter of the elapsed time and for half the cost of a manual redevelopment. Arca+ is a partner company with Integrated Voice Solutions. www.arcaplus.com

