Using TCN to Triple Profit
A Head-to-Head Hosted Champion Challenge

INTRODUCTION

A collection agency already using a competitor's hosted dialer invited TCN to participate in a Champion Challenge in an attempt to reduce costs, increase agent efficiency, and increase total collections.

This was a four-week test with one team on TCN for two weeks, followed by two weeks on the other dialer. The other team started on the competitor for two weeks, and then ran for two weeks on TCN.

THE SOLUTION

The client came to TCN looking for a more effective way to increase agent productivity, collections, and overall agent experiences.

TCN's blended inbound and outbound solution enabled the client to accomplish better productivity and collections, while delivering better agent reports. This allowed them to receive and place more effective calls in a shorter period of time.

THE RESULTS

On the surface, TCN is four times more expensive than the competition. But the real story is the agent productivity and net profit. For each agent on TCN, it would cost $4.06 per hour, resulting in a net profit of $101.21 per agent hour, versus only $30.92. The difference shows a 327% lift in agent productivity.

	TCN	Competitor	Difference
Dialer Cost Per Agent Hour Ran	$4.06	$1.02	399%
RPC Per Agent FTE Hour	4.6	1.4	329%
Per Agent FTE Hour Net Profit	$101.21	$30.92	327%

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While the competition did have a cheaper invoice cost, TCN's superior collection and agent productivity were well worth the cost difference.

TCN helped the client:

- Collect 327% more revenue
- Deliver better consumer experiences
- Increase productivity
- Have more productive conversations
- Produce happier agents

The client also expanded efficiency, profitability, and strategy by implementing TCN's cloud-based call center software.

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