



Third Party Workforce Management: Meeting the challenges



"ICS Solutions understands that business is about people and not technology. Successful relationships between organisations are based on mutual trust, respect and honesty."

Valerie Hurt
Sales Director
ICS Solutions

From pre-sales to post-sales:

A fully integrated solution

In an effort to reduce costs and to stay competitive within their marketplace, many organisations have taken the decision to outsource some or all of their sales and services functions to third party workforces.

ICS Solutions, a Microsoft Gold partner, is expert in improving operational efficiency when key business processes involve working with a third party workforce who need access to internal IT systems to carry out their tasks.

The third party workforce is a critical component in the smooth running of many business processes and often represents the face of your company, reflecting your attitudes and brand ethos to your customers. However, as the third party workforce is often outside of your direct control, there is an increased management overhead in collaborating with them that impacts both on the cost savings you have made and your relationship with your customers.

The web and broadband is becoming pervasive in the UK. Combined with Microsoft's ability to deliver software with

To help you improve third party workforce management and processes, ICS Solutions holds free private workshops that examine your business challenges and show how similar problems have been successfully solved for other clients.

If you would like to explore how ICS Solutions can help you address your third party workforce management objectives, or have any queries, please contact us on 01256 403800, or email us at info@ics.net.

"The partnership with ICS Solutions has been fantastic. They have been extremely professional throughout and their knowledge of SharePoint has resulted in a solution that delivers benefits and facilities that we didn't even think of at the beginning of the project."

Matthew Bolton
Head of Application Support and Development
Virgin Vie at Home

enterprise class capability at a lower cost than its competitors, this means that the integration of your third party workforce directly into your IT systems is now a viable option which generates a number of significant business benefits:

- Improved coordination of workforce workloads and targets to maximise revenue and ROI.
- Increased efficiency through replacing error prone manual processes and practices.
- Faster reaction to changing customer situations.
- Improved customer satisfaction by putting the customer at the centre of your business process.
- Making the third party workforce 'part' of the solution through IT systems integration.
- Enhanced business flexibility with the delivery of new services through your third party workforce.



Independent and remote contractors:

Availability and job allocation

Research has shown there are a number of key factors that enhance the performance of a third party workforce and encourage them to work harder on your behalf:

- Access to the tools they need to do the job effectively, in a secure and managed way.
- Anytime, anywhere access, giving them the flexibility of where and when they update systems.
- Central control of the applications so that data can be validated, updated, encrypted and, if necessary, remotely deleted if devices or equipment is broken, lost or stolen.

These factors, along with training, recognition and two way feedback, all combine to make your third party workforce a highly efficient and motivated group of individuals that will go the extra mile when your customers need it most.

ICS Solutions has over a decade of experience in delivering successful projects through working collaboratively with clients. We have a proven track record in the design and development of IT systems that make it easier and more cost effective for your organisation to manage large third party workforces, keeping them committed to working for you to increase business and maintain customer satisfaction.



"In implementing our third party workforce solution with ICS Solutions, not only did we streamline our internal processes, we were able to increase our annual sales by £10m, and all without adding extra staff."

ICS Solutions has helped clients save millions of pounds per year by delivering solutions that increase sales, reduce costs and improve customer satisfaction. By adopting a rapid implementation methodology, ICS Solutions provides clients with very rapid ROI and the ability to roll out third party workforce solutions to thousands of users within 6 months.

Our range of professional services covers all aspects of the Microsoft technologies that you might choose to implement, together with the various roles needed in order to successfully deliver a complex project such as third party workforce integration. In these projects, ICS Solutions always works collaboratively with clients, building a dedicated team around your requirements to ensure we have the right focus to manage and successfully deliver each phase of the project.

We achieve this by combining our extensive in-house expertise with a large pool of Microsoft technology experts from the ICS DreamTeam, to ensure that we can rapidly scale our resources at the right time and to meet your needs. ICS Solutions has successfully used this approach to deliver a number of major third party workforce solutions for clients and to ensure their projects run on time and to budget - the best indicators of a successful project.

Supporting 10,000 retail consultants

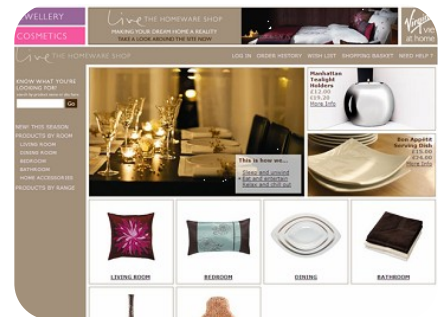


With the rapid launch of a new homeware range due, Virgin Vie at Home recognised that they needed a partner to design and build a server farm architecture to allow each of their 10,000 independent sales consultants to obtain the information that they needed quickly and easily.

Prior to ICS Solutions' involvement, Virgin Vie's IT Department was directly responsible for all website related content, estimating that 5% of its entire budget was being swallowed up with this task. This also created bottlenecks both in web content creation and the distribution of performance information and league tables. Marketing promotions were not going live quickly enough, preventing sales consultants from capitalising on seasonal trends with their customers.

The solution developed by ICS Solutions allows Virgin Vie sales consultants to access a portal and obtain up-to-the-minute information about their specific sales performance, commissions and delivery dates for their orders. Area managers can now access a complete record of regional performance and identify sales or supply issues before they affect Virgin Vie customers.

The solution built by ICS has saved 2 person days a week, allowing the IT department to focus its resources back on core business activities. Further time savings have also been realised through the integration of the Key Performance Indicator dashboard, allowing sales consultants to generate pre-determined reports covering their sales to date and performance against targets, all without having to involve the IT department.



Connecting 2,500 financial advisors

Based throughout the United Kingdom and servicing 2,500 financial advisors, Openwork is a network of over 780 financial advice firms backed by the worldwide Zurich group. To manage its communication and data management processes, Openwork needed a complete back-end architecture and easy-to-use portal application to underpin their entire sales process, provide access to all core services and key information and support their advisor network.

After evaluating a number of solutions Openwork decided to deploy a solution based upon Microsoft Office SharePoint Portal Server, Microsoft BizTalk Server and Microsoft SQL Server. Based on ICS expertise with the chosen technologies, and in the finance sector, Microsoft called on ICS Solutions to develop and implement the solution for Openwork.

Working closely with Openwork, ICS Solutions initially focused on building the foundations so that Openwork could achieve higher volumes of business. The portal solution delivered immediate benefits for both Openwork and its financial advisors, including the ability for the support centre to target information at specific users or for group requirements.

Advisors can log onto the web site and access accurate documentation provided and maintained by the internal communications team. A secure messaging system also helps financial advisors and product providers exchange new business and client information. The Openwork solution provides a complete audit trail to satisfy Financial Services Authority (FSA) requirements, a facility that has saved Openwork considerable time and resources in meeting its compliance needs.

