

edocs

Customer Self-Service leader calls on Universal's top-notch IT Consultants to sustain rapid growth



Our client

Edocs' complete, customer-centric approach to self-service is the next generation solution for online account management and e-billing. Founded in 1997, edocs solution now powers online customer self-service at 60% of the Fortune 10 companies, four of the top five U.S. financial services companies, four of the six top U.S. wireless carriers, and a number of other clients worldwide.

Objectives and issues

In 2000, edocs enjoyed an explosive growth in its business. To keep up with this rapidly rising number of new orders, the firm needed to quickly expand its consulting force. However, facing a tight job market and high turnover rates, in-house recruitment was deemed both unpractical and expensive. Moreover, edocs needed experienced "IT Gurus" that would be able to "hit the ground running" and rapidly augment its own stretched resources.

What Universal delivered

At a time when such resources were scarce in the United States, Universal promptly provided edocs with a number of highly qualified consultants at an unbeatable value proposition. Those consultants were able to quickly acquire the in-depth knowledge of the product required to provide customization and integration services for a number of edocs' clients, including AT&T, British Telecom, Sprint, and more.

Value to our customer

Choosing Universal consulting services delivered an immediate return on investment (ROI) to edocs. First, they could now count on a sufficient number of highly competent consultants that quickly became edocs experts. They were able to provide the kind of help edocs needed when they needed it.

Moreover, Universal also proved to be strategic assets to edocs in the development of its accounts. Carefully screened for their business savvy and "emotional intelligence" in addition to their technical competence, our consultants were able to fully understand customer needs and thus ensure total satisfaction.

Provided on a predictable, cost-efficient basis to our client, edocs appreciated the fact that our culturally-savvy consultants were willing and able to be quickly deployed at a number of sites across the country and internationally. Still members of Universal's team, their number could be adjusted according to business conditions. This enabled edocs with unrivaled flexibility and value.

Merging edocs' domain expertise and leadership with Universal's team of experienced consultants proved to be such a winning combination that the partnership was extended in duration. To this day, Universal continues to implement edocs' solutions worldwide.

Objectives

- Rapidly expand Consultant force so as to service a rapidly increasing number of accounts

Challenges

- Tight labor market made recruiting unpractical and expensive
- Need for experienced IT experts able to quickly augment its own consulting force

Solution

Universal consulting solution, with a number of experienced "IT Gurus" at the best value

Results

- ✓ A number of experienced consultants that quickly acquired an in-depth knowledge of the product
- ✓ Superior business acumen and "emotional intelligence" of consultants helped ensure total customer satisfaction
- ✓ Unrivaled flexibility in deployment options, both nationally and internationally

ROI delivered

- ✓ High-quality consulting force
- ✓ Unbeatable cost-effectiveness