

Call Center System Upgrade Improves Reliability and Workflows

CRM project profile



System performance undermines customer service

RealPage, Inc. leases property management software solutions to more than 20,000 apartment communities across the United States. Siebel Call Center software helps RealPage, Inc. provide customer support out of two U.S. locations. Excessive customized code utilized in the initial software implementation was causing severe performance and reliability issues that were negatively impacting service quality. Simple data queries were taking too long, service record retrieval was inefficient, critical data was not always visible on a single screen, and workstations would lock up during the day – often-times in the middle of a customer service call.

Industry: Technology

Oracle Applications:

Upgrade Oracle-Siebel from 7.0 to 7.7

eVerge Group expertise makes a difference

On Siebel's recommendation, RealPage, Inc. brought in eVerge Group to upgrade the Call Center software from version 7.0 to 7.7. Initially, RealPage, Inc. provided documentation on all of the problems they were experiencing with the existing system. After assessing the situation, eVerge Group developed multiple technology and process solutions spanning a continuum of cost and timeframes. "eVerge Group brought a lot of insight into best practices that helped us improve workflow processes – they provided good industry perspectives that helped us be aligned with the best in the business," expressed Dave McKenna, Director of Client Operations, adding, "They were also very good at configuring the software."

Success Metrics

- Significant reduction in customized code
- Increased Call Center productivity (significant portion of 15% improvement)
- Improved employee moral and reduced turnover
- Upgrade completed on time and on budget

Commitment and teamwork key to on time delivery

Going into the project, upper management at RealPage, Inc. was nervous about spending money on the upgrade and not getting the expected results, so it was essential that the team hit their budget, timelines, and deliverables. In order to achieve all objectives, RealPage, Inc. and eVerge Group needed to work closely as a team. According to Jim Forbes, MIS Director, "eVerge Group brought in good people and they participated like they were employees - if we were here at night, they were here at night you could call them at anytime and they would come in." But equally as important to the commitment of time, was the commitment to doing it right. "eVerge Group has good expertise in all areas. If they don't have the expertise on site, they have a good network of people to bring it in," explained Barb Kaplan, Director of Client Services, adding "They're going to do what it takes to get the project done right." And the RealPage, Inc. upgrade did get done, on time and on budget.

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"I was impressed that the upgrade went as smoothly as it did, and that it was done on time."

Dave McKenna, Director of Client Operations

Benefits go beyond productivity gains

The impact of the upgrade was immediate. By eliminating most of the customized code and implementing process flows in-sync with out-of-the-box capabilities, RealPage, Inc. has seen drastic improvements in system responsiveness and reliability. The customer support organization realized a 15% year-over-year productivity improvement in the year following the upgrade, the majority of which RealPage, Inc. attributes to the system upgrade. "The system is much more responsive and reliable, and our process interfaces and workflows are more streamlined," said McKenna. And the improvement in reliability had an unforeseen benefit. "Our people were frustrated with the old tool – it was detrimental to their ability to provide good customer service, and they were becoming frustrated," noted McKenna, adding, "The new system has improved employee moral and reduced employee turnover."



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