

Travel Inc



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Turning a Complex Verint WFM Implementation into a Working Operation

A Verint Professional Services and WFM Health Check case study from Solid Rock Consulting



WFM Health Check



Verint Professional Services



Verint WFM Training

01 | AT A GLANCE

CLIENT

Travel Inc

THE GOAL

Get Verint WFM working in a real operational environment, with a team that knows how to use it

STARTING POINT

Moving from an existing workforce management process to Verint WFM, with complex integrations, data dependencies and multiple vendors

ENGAGEMENT

WFM Health Check, Verint professional services and Verint WFM training

02 | THE CHALLENGE

Travel Inc's move to Verint Workforce Management was not a simple implementation. The company was transitioning from an existing workforce management process while dealing with complex integrations, data dependencies and operational workflows.

Several of the challenges sat outside SRC's control. Multiple vendors and integrations were involved, and each had its own part to play. Travel Inc needed:



A clear view of how its workforce management worked before changing it



Verint set up around how the operation actually runs, not a cookie-cutter deployment



A team that could use Verint confidently, not just find their way around its features



A partner who would own its part and help work through issues across vendors



★★★★★

Juanita Coley did an excellent job with our WFM training. She understood both the technology and, more importantly, how the system needed to work in a real operational environment. ... I would absolutely recommend Solid Rock to organizations looking for experienced Verint WFM consulting, implementation guidance, and training.

Eric A., Travel Inc · 5-star Google review

03 | WHAT WE DID

SRC brought the practical Verint expertise Travel Inc needed to move forward, in three parts.

01

WFM Health Check

SRC started with a structured review of how Travel Inc forecast demand, built schedules, managed the day and reported performance. It showed where the gaps were, so the Verint implementation could be built around how the operation needed to work.

02

Verint professional services

SRC worked through the realities of Travel Inc's implementation rather than treating it as a cookie-cutter deployment. The team translated Verint's technical capabilities into workable business processes and stayed responsive as issues came up across vendors and integrations.

03

Verint WFM training

Juanita Coley led the training, focused on how Verint needed to work in Travel Inc's real operational environment. It was detailed and practical, teaching the team how to actually use Verint rather than simply walking through features.

04 | THE RESULTS

Travel Inc moved forward with Verint WFM, despite an implementation full of challenges outside SRC's control.



A team that knows how to use Verint.

Training focused on running the operation, not touring features.



Technology turned into process.

Verint's capabilities now sit inside workable business processes.



A partner through the hard parts.

With multiple vendors involved, SRC understood its area of responsibility and helped Travel Inc work toward solutions.

Implementing Verint, or not getting what you paid for from it?

If your Verint rollout is stuck, or your team knows the features but not how to run the operation with them, SRC gets you to a system that works the way your operation does. Start with a WFM Health Check and see exactly where you stand.

thewfmpeople.com