



Veda Advantage ('Veda') is the largest credit reference agency in Australia and New Zealand.

Veda Advantage:

4 Reviews

1 Audit

4 Projects

Significant cost savings (30-40%), through excess resource reductions in the Call Centre.

Referee –

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Overview

Veda Advantage ('Veda') is the largest credit reference agency in Australia and New Zealand. Veda services in areas of Consumer and Commercial Credit Risk, Credit Analytics, Marketing and Data Solutions, Fraud and Electronic Verification, Insurance, Automotive, Customer Location Services and Commercial and Property Solutions.

Veda is built on the largest, most comprehensive and current data source in Australia and New Zealand including information on over 16 million individuals, 1.9 million companies and 1.7 million business names – more than any other organisation in Australia

Objectives

WS & Associates were engaged to complete a 5 week Proof of Concept Engagement with the Brisbane Veda Call Centre.

After completing a Proof of Concept engagement in the Brisbane Call Centre, WS & Associates (formerly known as 333 Consulting) were engaged to assist the operations (Customer Service) in Veda North Sydney to:

- Define and identify productivity improvements
- Create operational systems to support effective management that improves and sustains performance
- Identify work that can be transferred to the between offices, to utilise capacity and resources
- Consider the implications of any recent purchases
- Outline a structure to optimise performance and benefits
- Design and implement an integrated weekly/monthly reporting system supporting the appropriate behaviours

Our approach

WS worked with Veda Management and staff to implement a Work Management System and culture of active management, for significant productivity results and savings.

Outcomes

WS delivered the following outcomes by designing and implementing a Workflow Management System:

- A reduction of the days outstanding for an Investigation from 35 days to consistently between 7-11 days with active supervision and accountability
- Individual operator productivity improvements from approx. 60% to consistently above 80%
- Significant cost savings (30-40%) through excess resource reductions in the call centre
- Provided managers with greater visibility and transparency of the output of individuals
- Created a call centre wide weekly/monthly reporting system, supported with continuous improvement meetings

WS was also able to investigate where the other Veda offices could assist with work from the Call Centre. The capacity of the Brisbane office was created through the success of the Proof of Concept Engagement. Subsequently WS has being involved in various engagements with Veda Advantage.