



gain\$share™

orbitgroup 

## THE RISK-FREE WAY TO OPTIMIZE OPERATIONAL PERFORMANCE

Most consulting and technology providers ask you to pay them before you realize any tangible operational savings or increased revenue.

All the risk is on you.

### THE GAINSHARE GUARANTEE:

Gainshare goes beyond just promising Return on Investment:

It guarantees Return without Investment.

Orbit has created a unique offer that places the responsibility on us to deliver what we propose. We're so confident of our ability to improve your bottom line through organizational performance, we get paid out of the savings that we generate for you. Not only do you get to keep the majority of those savings, you also don't pay us until they've been generated – thereby costing you effectively nothing compared to what you are currently spending.

POINTS OF LEVERAGE	Financial Benefits From a 1% Improvement	
	Monthly	Annually
<b>WORKFORCE OPTIMIZATION</b>		
Occupancy	\$22,681	\$272,177
Schedule Compliance	\$18,750	\$225,000
<b>FRONTLINE PERFORMANCE</b>		
Average Handle Time	\$26,247	\$314,969
First Call Resolution	\$43,741	\$524,887
<b>TOTAL</b>	<b>\$111,419</b>	<b>\$1,337,033</b>

Note: Typical returns based on a 500 person contact centre.



## HOW GAINSHARE WORKS

Gainshare is a 3-phase program that starts with identifying your level of opportunity, through a free benchmarking assessment.

Finding the money	Getting the money	Returning the money
FREE benchmarking assessment	Agree to performance improvement measures	Deploy performance optimization enablers
<p>Delivers insights into key strategic performance opportunities:</p> <ul style="list-style-type: none"> <li>• Quality</li> <li>• Sales</li> <li>• Productivity</li> <li>• Loyalty</li> </ul> <p>Compares current performance to industry best practices.</p> <p>Delivers the 'Optimization Opportunity' assessment with measured financial benefits.</p>	<p>Performance baselines established using mutually agreed previous 6-12 month operational run rates.</p> <p>Sample metrics:</p> <ul style="list-style-type: none"> <li>• First call resolution</li> <li>• Call handle times</li> <li>• Agent utilization</li> <li>• Sales effectiveness</li> </ul>	<p>Improve frontline and management performance across all key metrics.</p> <p>Lower cost of delivering service:</p> <ul style="list-style-type: none"> <li>• Improve agent utilization</li> <li>• Improve 3<sup>rd</sup> party costs</li> </ul> <p>Improve service delivery:</p> <ul style="list-style-type: none"> <li>• Increased agent availability</li> <li>• Improved force flexibility</li> </ul>

## MAXIMIZING RESULTS

Gainshare is for clients who are committed to maximizing results by implementing Orbit's comprehensive performance system in whatever combination is deemed most effective during the assessment phase.

The system includes:

- Diagnostics, benchmarking and KPI setting
- Achieve 7™ coaching program
- Compas™ performance feedback software
- Ongoing maintenance for sustained results.

“ Who can afford not to improve performance? In today's business environment, no-one can ignore performance weaknesses. Gainshare gave us the improvements we needed, at absolutely no risk. ”

President  
Leading North American insurance company

Learn what you stand to gain.

Call 1-866-486-7248 or email us at [demo@orbitgroup.ca](mailto:demo@orbitgroup.ca)

