

CASE STUDY

HomeRepair Turns to eMite for Help in Their Time of Crisis

KEY TAKEAWAYS

- HomeRepair needed to improve service delivery
- eMite was chosen for its tight integration with Amazon Connect
- eMite was up and running in two days
- HomeRepair discovered previous reporting solutions were missing 30% of call data

Record-breaking call volumes

Australia suffered through record-breaking bushfires, followed by some of the worst flooding in 30 years along the east coast during the summer of 2019/2020. With thousands of properties lost or damaged, insurance claims exploded nationwide.

When a claim is lodged with an insurer, insurers appoint HomeRepair to assess the cause of the damage, prepare a scope of work and to proceed to repair the damage to the property. Just prior to one of the worst bushfires damage the nation had seen, HomeRepair decided to move its contact center because its on-premises solution constantly experienced technical issues. Many customers who had suffered the traumatic loss of their properties were being cut off or lost on a call, adding to their stress. HomeRepair's business model is designed around customer satisfaction, stating that it "understands a customer's need for transparency, respect and empathy during what can be a difficult time." However, before moving its call center, HomeRepair's system was abandoning approximately five calls daily that it wasn't even aware of. This made HomeRepair appear unreliable and inconsiderate of their customers, presenting a serious risk for the business.

The cause of these lost calls was HomeRepair's on-premises system, which constantly needed to be restarted. Furthermore, data was often missing or unreliable, which prevented the company from meeting customer key performance indicators (KPIs). This meant

that HomeRepair was unknowingly undermining the quality of its service and, therefore, risking the ongoing viability of its business.

Knowing that it needed an immediate change, HomeRepair launched its new Amazon Connect contact center, with a four-week delivery deadline. HomeRepair's Amazon Connect contact center went live on January 13, 2020 with more than 70 agents, just seven days before Australia's east coast experienced the worst floods in decades.

2 DAYS

Time it took for eMite to be up and running

A race against time

With such a tight delivery deadline for Amazon Connect, HomeRepair approached Australian software firm eMite to provide an enhanced reporting experience that Amazon Connect lacks. **A key reason for choosing Amazon Connect was its tight integration with eMite**, which provided the enhanced reporting solution. HomeRepair was on a tight deadline and needed eMite to deliver within two days. As eMite provides a SaaS solution with pre-built reports and dashboards with integration directly to Amazon Connect, it was able to implement the system, configure it to HomeRepair's corporate requirements, and have the team trained and live within the two-day deadline.

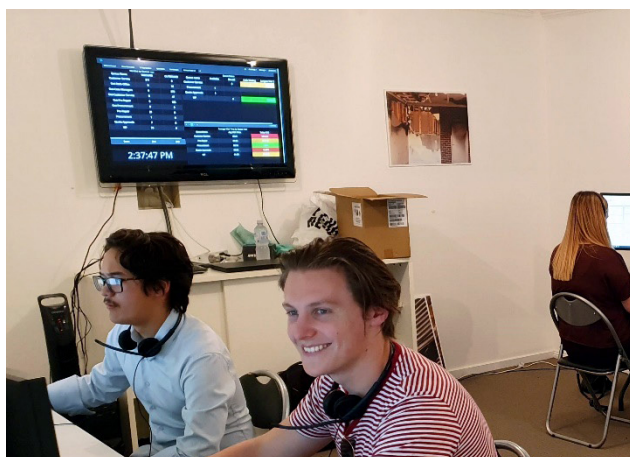
The amount of damage the floods caused just one week after implementing eMite with Amazon Connect

meant that **HomeRepair's call volume increased by approximately 60 percent**. Under this immediate and significant pressure, eMite provided the HomeRepair team with real-time data to verify that its new contact center with Amazon Connect was working seamlessly.

Discovering actionable insights

eMite provided insights into success factors such as call wait times and customer queue length. It provided dashboards that HomeRepair ran on its five wallboards inside the contact center, letting the team view real-time performance data at a granular level, helping to achieve its KPIs.

eMite gave HomeRepair visibility and accurate insights into its business. HomeRepair's previous enhanced reporting solution struggled with accuracy issues within its overall data, restricting its ability to get an accurate count of the number of inbound calls received.



Data once missing is now found

For example, *previous reports might state that the team received 700 calls in one day, when it actually received 1000*. This presented a huge issue in relation to overall business operations including staff allocation. HomeRepair often found itself understaffed and unable to provide the high level of customer service it prided itself on. To remedy this, eMite provided HomeRepair with the confidence that the information it has is reliable, allowing the business can plan accordingly.

Using eMite, HomeRepair leveraged the dashboards and thresholds using colors to easily identify potential issues. Based on this information, the operations manager could allocate further resources as needed. For example, if a particular queue hit the red zone, managers could allocate staff to these queues to reduce long wait times and mitigate customer frustration and employee stress.

Although Amazon Connect included some out-of-the-box reports, eMite offered a significantly more detailed, tailored, and convenient reporting solution. eMite's insights let HomeRepair leverage its resources more effectively through customizing its KPIs and providing visually pleasing, real-time data. Leveraging this data, HomeRepair could understand the relationship between calls and agents online, and manage the pressure placed on agents and team leads before it became a risk to the team. Additionally, because the data was displayed in real time, HomeRepair could act to improve performance sooner, before a significant or ongoing issue impacted the customer experience.

"eMite gave real-time insights, allowing us to fix any problems before they escalated."

Rohan Oliver *IT Infrastructure Manager*
HomeRepair

As HomeRepair's previous on-premises solution provided inaccurate data, and the implementation of Amazon Connect and eMite was so new when the east coast floods occurred, HomeRepair had no historical metrics or benchmarks in Amazon Connect. Unlike other tools, which provide data for review the following day, **eMite's real-time and historical data allowed HomeRepair to examine and alter operations instantly**. Using eMite gave HomeRepair better visibility than it has ever had, helping it to be better prepared to meet its KPIs in the future. Over the next few months, HomeRepair will look to leverage additional eMite features including its integration with Amazon Connect's chat functionality.

Level up your contact center with eMite

eMite is an Amazon Technology partner and is available on Amazon Web Service (AWS). This streamlined implementation process, plus the visibility provided by eMite, meant that HomeRepair deployed both Amazon Connect and eMite on time and on budget, and that the business saw the benefits instantly.

eMite is currently available for purchase in the Amazon Marketplace and is also offered for customers to implement in their own AWS environment. eMite works closely with Amazon Connect to deliver similar results to many companies Australia-wide including Telstra, CarSales, Wilson Parking, First State Super, Netwealth and NAB. Additionally, eMite as an Australian company, is generating export revenue with customers such as Goldman Saks and Fidelity.



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