**Ease of use:**

“It’s a really intuitive system and has absolutely made our lives easier!”

***- Victoria Teachers Mutual Bank***

“After the training was rolled out, the team were using it as soon as they got back to their desk.”

***- Suncorp***

"I believe I was able to learn livepro quickly because your team designed it to be user friendly."

***- City of Greater Geraldton***

**Reduction in AHT:**

“We have saved 72 seconds per call times 1.2 million contacts per annum. That’s a saving of 24,000 hours in lost productivity.”

***- ANZ Wealth***

“Since installing livepro we have reduced AHT from 10 minutes to 6 minutes. That’s a 40% reduction”.

***- Hasan Sevik***

***Comms Coordinator/Service Excellence***

***ME Bank***

**Increased Revenue:**

Increase in sales of 40% from staff who used livepro vs staff who referred to livepro infrequently.
***- IAG***

300% increase in sales without any increase in AHT
***- Insurer***

**Reduction in Training:**

“The time it takes to get our new staff ‘job ready’ has been dramatically reduced.”

***- Townsville City Council***

**livepro Testimonials:**

 “We also believe there will be ongoing and longer-term benefits from the implementation of livepro as we continue to develop and include new content from our Customer Service operations”

***- Knowledge Management and Business Services Manager at Fisher & Paykel***

“In a few weeks, with little investment, livepro was implemented and delivering on its promise”

***- Pauline Webb from City of Canada Bay***

“It’s been great working with you and whole livepro team. Your guys are all brilliant at what you do and passionate about it and always have a desire to improve which is really refreshing. Having a partner that really partners with you and evolves with your growth and strategy is brilliant. So glad we partnered with you!"

***- Heather Svensden from PetSure***

**Focused Statistics:**

***DATACOM***

* Speed per competency increased
* AHT reduction of 17%
* “We had tried programs like SharePoint and just using Word documents, but they weren’t adaptable and didn’t give us the control we needed to get information out to our team.”
* “We are so pleased we chose livepro for our knowledge management. livepro delivered great results and have turned out to be great partners.” Libby Ewing-Jarvie – General Manager, Datacom Connect
* “livepro helped us to get there faster. We were also surprised by all of the other outcomes livepro was able to help us achieve.” – Dean, Senior Operations Manager.
	+ Enthusiastic User Adoption
	+ Continuous Improvement Process
	+ Quality Assurance

***ANZ:*** *Back Office Case Study*

* “The livepro team have supported us through the implementation and are regularly guiding us through growth phases” ‐ Michael Larsen, Senior Project Manager
* Improved customer satisfaction (18%) and retention
* Reduce training time by 90% – from six weeks to three days
* $500,000 annual savings due to training time being cut down
* Continuous improvement of the system thanks to continuing consultations with livepro and solicited employee input
* Consistent procedure for filtering and processing both simple and complex transactions, enabling improved customer satisfaction and retention
* Standardised knowledge authoring process

***ANZ:*** *Front Office Case Study*

* 20% reduction in AHT
* 40% reduction in training
* Better understanding of caller needs based on livepro’s system reporting functions
* Continuous improvement of processes thanks to livepro’s employee feedback function
* Average call handling time decreased by 21%
* Increased employee engagement and targeted coaching opportunities for managers
* Reduction in goodwill credits
* Enhanced self-learning knowledge and retention for employees
* Enabled employees to manage multiple tasks effectively in a busy call centre environment

***FISHER & PAYKEL***

* Speedier information delivery over the phone
* Improved communication and follow-up with livepro’s Announcement feature
* Numerous systems and process improvements as content was reviewed for upload
* “We also believe there will be ongoing and longer-term benefits from the implementation of livepro as we continue to develop and include new content from our Customer Service operations” ‐ Knowledge Management and Business Services Manager
* Reduction in training time 50%
* Reduction in extra payments 30%
* Reduction in support services for inductees 20%
* “livepro now forms an integral part of our global customer service information solutions” – Knowledge Management & Business Services Manager
* Fewer mistakes in service request processing thanks to livepro’s clear presentation of instructions
* Speedier info delivery over the phone
* Increased confidence for new inductees thanks to integrating company training and quizzes with livepro’s scripted step-by-step work instructions

***GYMPIE REGIONAL COUNCIL***

* “We liked that livepro had a good knowledge of the way Councils worked and were able to offer advice on best practice. Coupled with their expertise of contact centres and customer service, they were able to advise us on how to use the system in a way that was most effective for our team” –Sandra Cormack, Project Manager at Gympie Regional Council
* “One of the other key factors in choosing livepro was the local support they were able to offer, rather than the global providers. We wanted consultants available immediately, and we had that with our site visits”
* “Not only were the livepro team available to help us with any support requirements we had, they were easy to deal with and delivered on what they promised”
* “There was no traditional reliance on IT to get livepro up and running, and the time to implement was three weeks from design through to testing, training, and going live”

“Just wanted to say a very big thank you for your assistance with implementing livepro. Your team has gone above and beyond, and we were so impressed with the training provided.” –Sandra Cormack, Project Manager at Gympie Regional Council

***CITY OF TOWNSVILLE***

* “The time it takes to get our new staff ‘job ready’ has been dramatically reduced” – Executive Manager, Customer Services Townsville City Council
* Reduced training time thanks to the ability to define knowledge gaps to deliver targeted training and to deploy livepro right out of the box
* Reduced training time by 20%
* Lowered average call handling time by eight seconds
* 26% increase in internal satisfaction
* Decreased on-hold time by 12 seconds
* Fewer CSC errors, which have enabled better service delivery while improving relationships with other business units
* Improved disaster response capability thanks to livepro’s cloud-based setup that enables anywhere access to critical info
* High satisfaction levels reported by customers
* Enthusiastic user adoption by employees

***TATTS LOTTERY***

During Tatts Lottery’s Proof of Concept, results for time and clicks were recorded as being:

A 67% reduction in clicks

And a 61% reduction in the time is took to find content.

***ME BANK***

Me Bank ran a user survey before and after implementing livepro, and found that:

* Before livepro, only 45% of users felt that they were able to access the information that they needed to in order to do their jobs, versus a whopping 83% after the implementation of livepro.
* Before livepro, only 9% of users found that their knowledge management system had accurate and up to date information, versus 70% once livepro was introduced.
* Only 36% of users believed that the resources in their old knowledge management system were helpful, as opposed to a huge 92% once livepro was implemented.
* 74% of users ***strongly agreed*** with the statement “Overall, I am happy with my livepro Knowledge Management system”