Success Spotlight:
Watkins Wellness

TELEVERGENCE

RIDGE Innovative

Prelude Solutions

5P Consulting

Background

This Client was introduced to Prelude Solutions through our relationship and trusted partnership with 5P Consulting in June of 2021. This introduction was made because Prelude Solutions offers optimization for telecom and network carriers while creating a roadmap for future solutions. The customer, Watkins Wellness, is a wholly-owned subsidiary of MASCO Co. located in Vista California with a footprint in 50 states and 70 countries.

Challenge

The customer's contact center was lacking maturity, with insufficient reporting, scheduling, and overall management capabilities. During COVID-19, Watkins struggled to move to a remote workforce because their system lacked modern functionality. Additionally, the telecom spend and inventory was inaccurate, creating billing errors. Watkins overall goals:

- Modernize the contact center and improve the overall customer experience
- Reduce overall telecom spend
- Prepare for Microsoft Teams migration as the primary phone system

Solution

Prelude Solutions was able to provide an assessment of current state of Contact Center, PBX and network to provide inventory benchmarks and a roadmap for improved technology. Prelude was also able to provide a full comprehensive audit of existing carrier services to reconcile prior billing errors and optimize current spend. Further, Prelude served as Watkins advocate to manage the process of sourcing new and improved technology based on the assessment and needs analysis.

Results

Prelude was able to audit both wireless and wireline services to achieve over 150K in savings for current state. Watkins received a complete inventory of the wireline and wireless assets along with a summary of contractual obligations. Prelude managed the RFI process for upgrading the contact center. This process involved analyzing multiple contact center providers according to the specialized needs analysis. This resulted in a 50% reduction of Watkins interaction costs and a 100% improvement in the service level.

WatkinsWellness™
Feel good. Live well.™