



## Envera Systems Increases Service Levels and Adherence with Monet Software

10% ↑

Real-Time Adherence: +10%

25% ↓

Overtime: -25%

### Envera Systems

Envera Systems is a leader in technology-based solutions that deliver efficient and affordable security systems to protect gates, entrances and amenities. The company was founded in 2007 and has already secured thousands of assets protecting communities.

“

Before, the business was running us but now we are running the business as we went from a reactive to a proactive mode. We control our destiny because we are much more educated and have much more data to make better business decisions.

”

**Greg Barrett**

*Contact Center Director*

## The Challenge

In the beginning, Envera Systems relied on spreadsheets for scheduling and forecasting, which was not optimal as their contact center employs hundreds of agents, operates 24 hours a day, 365 days a year, and handles thousands of transactions per day with multiple channels.

Three years ago, Greg Barrett and his team decided to explore workforce management software to achieve greater visibility into their business and accomplish the customer service goals they had set.

## The Solution

After evaluating 20 vendors, Envera Systems opted for Monet Software, primarily because of the user-friendly interface of its WFM solution. As Greg Barrett explained, "Many vendors offer a lot of bells and whistles, but their interface is rough. We needed something easy to use as our workforce management team had no previous experience with a WFM system."

It took only a few months for Envera Systems to get up and running on Monet WFM and learn the best practices from the team.

## The Results

Once the solution was implemented, they started to reap the benefits of Monet WFM. The first improvement was in service levels. Envera Systems has a unique way of measuring service levels and has established its own standards. They had to experiment but the more they used Monet WFM, the better their data looked. They've been hitting their goals consistently.

The company was also able to track real-time adherence and now has improved by more than 10%. Again, this number has been consistent over the years.

Overtime was another challenge, but Envera used Monet WFM to reduce that costly statistic for filling staffing gaps with a reduction of more than 25%.

Achieving consistency in their operations has enabled Envera to save a lot of money.

## Monet Software

Monet Software is a global provider of cloud workforce optimization software solutions that enable contact centers and help desks to deliver outstanding customer experience.

With a true cloud environment, Monet Software award-winning platform includes workforce management, call recording, quality assurance, and performance management and ensures flexibility, intuitive user experience, and reliability, resulting in increased productivity, service levels while reducing center costs.

For more information about Monet Software, please call 310-207-6800 or 888-456-4558 or go to [www.monetsoftware.com](http://www.monetsoftware.com).