

Tata Interactive's Performance Support Systems on show at Dynamic Contact Centre Solutions 2008

Tata Interactive Systems will be showcasing its Electronic Performance Support Systems at Dynamic Contact Centre Solutions 2008, an International Quality and Productivity Centre (IQPC) event in Sydney, Australia (31st March to 2nd April).

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Tata Interactive Systems (TIS) believes that maximising productivity boils down to giving people exactly the tools they need, when they need them and in a form they can use as quickly as possible. This has led TIS to develop tools to allow staff to do their jobs right the first time, with a minimum of muss and a maximum of efficiency.

According to Candida Chandorkar, Vice President - Australia & New Zealand at TIS: 'TIS's electronic performance support systems (EPSS) have been documented as providing superior solutions for enterprise-wide performance enhancement. TIS EPSS equips employees with context sensitive information and tools based on business rules, which results in prompt decision making, reduction in turnaround time and consistent adherence to best practices.

'This makes TIS's solutions the best fit for organisations which find it difficult to move people from one process to another due to a high dependency on a few individuals; are challenged by a high rate of attrition; or are finding it difficult to leverage their customer-facing networks and branches for high quality services.'

Examples of TIS's EPSS which will be on show at the IQPC event in Sydney have already delivered several millions of dollars in savings for clients. Key benefits include revenue enhancement, reduced cycle time, more accuracy, higher compliance, and a significant reduction in time to competence of employees.

TIS tailors each EPSS to map to the needs and gaps in an organisation by conducting an initial fact-finding study which helps them understand their current state of performance, strategic and operational goals, challenges and skill-gaps. This facilitates the development of a solution that maps to clients' specific need scenarios.

TIS also provides post production training and support to the organisation to help clients use the system's capabilities to their fullest extent.

Chandorkar added: 'Performance systems enable contact centres and customer service organisations to achieve the elusive goal of providing individualised customer service - and at a significantly lower cost than other, more traditional, approaches.

'Cost reduction is achieved by reducing the average handling time of a call. These systems also enable the organisations to achieve goals such as higher revenue per customer, reduce customer churn, ensure higher compliance and deliver moment-of-need training support.'

Saurabh Mittal, Head of EPSS at TIS, commented: 'These systems are highly effective in using the full capabilities of existing systems in the contact centre environment and enable the organisation to

generate new ROI on their existing investments. In terms of intangible benefits they enable an organisation to become more flexible and agile.'

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Tata Interactive Systems (TIS), a global leader in e-learning, is a part of the \$22bn Tata Group. Truly international, TIS has a presence across the US, Canada, UK, Australia, New Zealand, the Middle East, Japan, India, and mainland Europe. TIS offers corporations, universities, schools, publishers, and government institutions a diversified and innovative bouquet of learning and training solutions including Simulation-based Learning Objects (SimBLs™), Story-based Learning Objects (StoBLs™), courseware and curriculum design, special-needs education, assessments, electronic performance support systems (EPSS), mobile learning, along with other corporate training and consultancy services. Our multi-disciplinary expertise and 16 years' experience across domains helps us design e-learning programmes that are unique to clients' requirements and specifically crafted to boost knowledge retention and application.

Apart from holding ISO 9001 certification, TIS is the only e-learning organisation in the world to be assessed at Level 5 in both the SEI-CMM and P-CMM frameworks. TIS's quest for excellence is reflected in numerous prestigious industry awards, including a Silver Brandon Hall Excellence in Learning Award 2005 and 2004, APEX Award of Excellence in 2005 and 2006, BETT Awards in 2004 and 2006, and two Business World-NID Design Excellence awards.

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