

Case Study: VMS Notification Management Center



Geography
United States
(Nationwide)



Sector:
IT, Engineering,
Light Industry



Client:
A renowned staffing
organization

Challenges:

- Difficulty in monitoring numerous VMS notifications, lead to missed updates and delayed tasks.
- Difficulty in meeting the initial SLA of 2-3 hours for notification response.

Our solutions:

- Dedicated resource for real-time notification monitoring and communication.
- Established a team of 6 resources for the Vendor Neutral team, ensuring consistent coverage.
- PowerApp tool for streamlined notification management.
- Achieved a turnaround time of less than 20 minutes per notification.

Results:

- 3763 VMS notifications successfully managed within one month.
- Reduced notification response time from 2-3 hours to 20 minutes.

Key metrics

- ✓ 3763 VMS Notifications Managed (1 Month)
- ✓ 20-Minute Notification Response Time

Replicate this success in your business as well. Write to us at info@imspeople.com