Panviva
Upland

Case Study

Telstra builds a single source of truth with Upland Panviva

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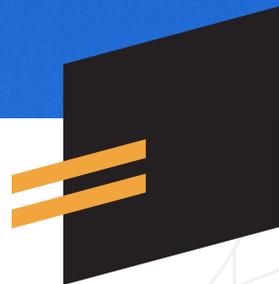
Telstra's Asset Management group used Upland Software's Panviva to centralize and update its information in a single source of truth. With knowledge streamlined, reps can find what they need, the moment they need it.

How can you keep up with ever-changing processes?

50-page Word Docs couldn't cut it.

Processes change quickly in the Asset Management group. Historically, these updates were communicated two to three times per month in long, complex documents. "Our cycle times were extremely slow as people tried to figure out the steps they were supposed to be taking," remembers Sarah Winn, Telstra's Quality Lead.
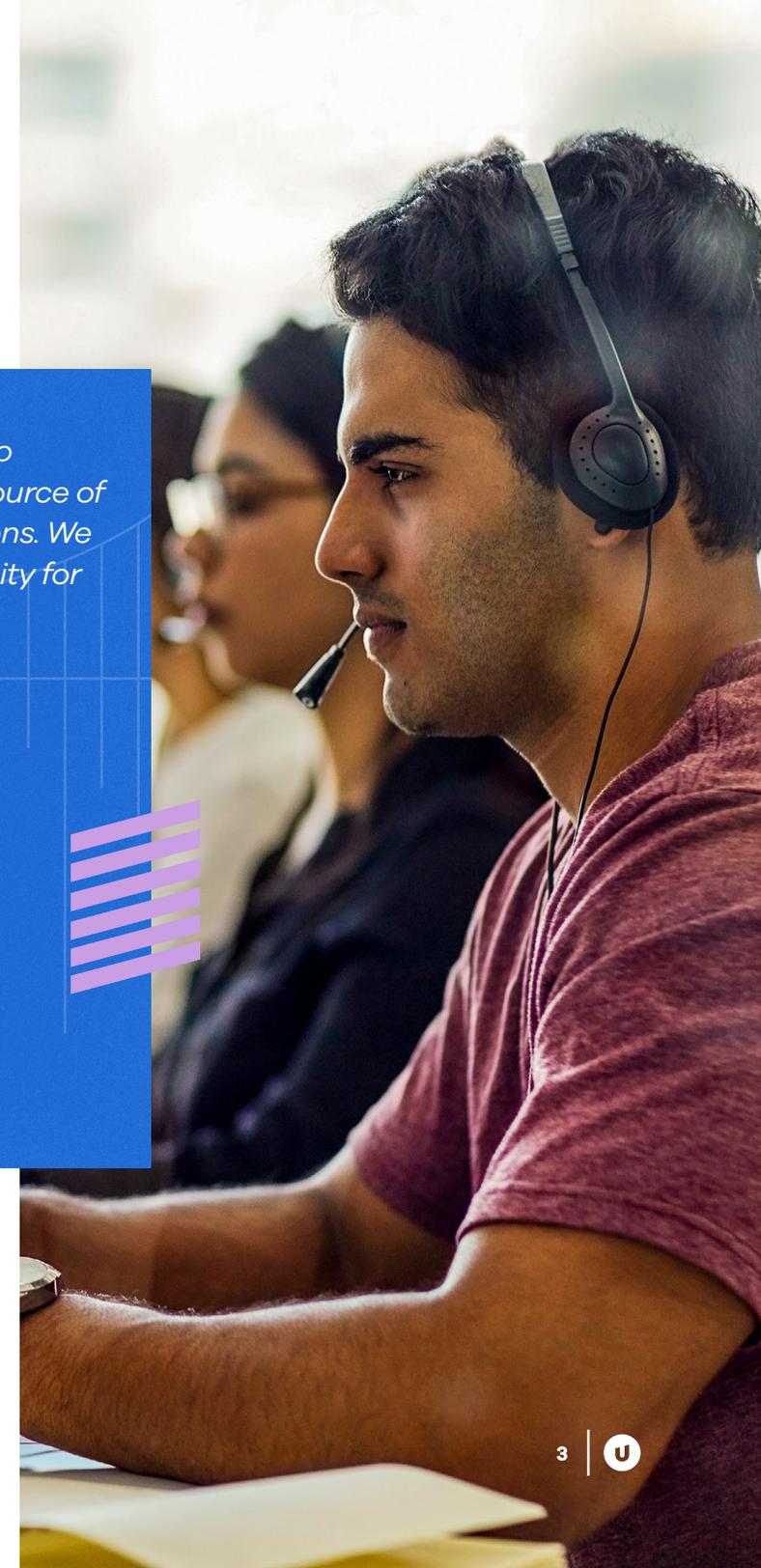
Information was quickly out-of-date, and it was nearly impossible for customer service agents to stay on top of the changes. "Our knowledge source came from Word documents stored in the intranet. These documents were often 50 pages or more. Nobody was using them. So they had to wait for someone to give them the answer," says Winn.

With Panviva, Telstra can deliver information in the moment of need.

When they implemented Panviva, Telstra said goodbye to the lengthy Word docs and halting information roll-outs. "Panviva is our single source of truth. It allows us to get the information out very quickly, very streamlined. Instead of having our people look in many different places, they have all the information they could possibly need to do their jobs in one place," Winn explains.

"Panviva allowed us to determine a single source of truth for our operations. We removed the ambiguity for Asset Management."

– Sarah Winn
Quality Lead, Telstra

Customer service agents get trained 50% faster using Upland Panviva

Onboarding has never been easier.

Getting new hires up to speed used to take a month at Telstra. After implementing Panviva, that time has been slashed to just two weeks. Once they're up and running in their new roles, Telstra customer service agents are confident from day one, meaning they spend less time asking for help and more time giving it.

"They tell me, 'it is easier for us to take a call because we can find the answer right in front of us and know that it is correct'," says Winn.

With Panviva, errors have been all but eliminated.

The potential for mistakes is everywhere for customer service agents in a business like Telstra's. On top of staying in compliance with Telstra's internal procedures, reps also need to be aware of new policies issued by the government.

Before implementing Panviva, the Asset Management group estimates that the team saw an error rate of approximately 6% during major process changes. Now, mistakes have been virtually eliminated,

and error rates remain low regardless of how frequent or sweeping process changes are. The result is happier customers and more confident Telstra employees.

Results for Telstra

50%
reduction
In training time

Increased
productivity
And confidence for employees

Upland helps global businesses accelerate digital transformation with a powerful cloud software library that provides choice, flexibility, and value. Our growing library of products delivers the "last mile" plug-in processes, reporting, and job specific workflows that major cloud platforms and homegrown systems don't provide. We focus on specific business challenges and support every corner of the organization, operating at scale and delivering quick time to value for our 1,700+ enterprise customers. To learn more, visit www.uplandsoftware.com.

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