



Spotlight: DaVita



*In this photo, the DaVita ITSS team poses with bookshelves that they recently worked together to build in Orlando, Florida.

An Interview with Derek Dulin, DaVita*

Q: How is technology changing (for better or worse) in your field?

A: Data in our field is becoming increasingly portable. The biggest change for our help desk is to offer support for the new technologies as well as ensuring that we always provide the highest level of security for these devices.

Q: What is your support center structure?

A: We currently have a mixed support environment. Our largest group of customers is made up of 32,000 internal teammates from our dialysis clinics and business offices. We have established service standards for our analysts to ensure that both our internal and external customers receive the same high quality service.

Q: What metrics are valued at your support center?

A: We take a fairly holistic view of metrics. Each metric has a story to tell and we believe that no single metric paints the entire picture from the perspective of our customers. Like most support centers we closely monitor average speed of answer, first call resolution, volume and customer satisfaction scores as leading indicators of change in the environment.

* For more information on DaVita, please visit their company website at <http://www.davita.com>

Q: What are you doing well at the support level?

A: Our customer satisfaction scores consistently rank us in second place amongst 65 home office support departments. We believe that is largely due to our high retention rate and talented analysts. We also strive to create a fun and dynamic work environment that fosters teamwork.

Q: What are your challenges?

A: Our biggest challenges and opportunities today are around finding ways to become more efficient in our current processes and procedures to create economic efficiencies.

A Tale of Two Call Center Reps

Gerry Barber

Recently I had the need to call my personal cellular phone company about my lost phone. I also needed help accessing my online account (ok, ok I forgot my password and user ID combination). What transpired during my two contacts to "The Cell Phone Company" (or CPC for Short) was night and day, and ultimately a set of experiences to remember and share...

To read this story in its entirety, please visit our website at <http://www.hdimusiccity.com>

WHAT'S HAPPENING?! HDI MUSIC CITY'S UPCOMING FALL EVENTS

Thursday, September 3 2009, 11:00am - 12:30pm
HDI Music City Chapter Meeting

Interact with your peers at the HDI Music City chapter meeting. Bring your hot issues to BEG for ideas from a number of members who have tackled issues and share their Best Practices.

Plan to choose two of four roundtables for review and discussion and be a part of this shared discovery. The doors open at 11:00 and the meeting begins at 11:30, Thursday, Sept 3rd at LifeWay Christian Resources. Directions and your RSVP can be located on our website, hdimusiccity.com. See you there!

Thursday, October 1 2009, 11:00am - 12:30pm
VIRTUAL Workforce Management Solutions
for the Service and Support Industry

You'll learn from experts who have had hands on experience in executing a virtual support strategy.

Tim Dewey, President of Virtual Support Options, will provide insight to the current challenges, benefits and solutions available to the industry. Jason Renfrow and Melissa Stump of Deloitte Services will discuss Deloitte's journey, challenges, successes and benefits in implementing and managing an at-home agent program.



About the HDI Analyst of the Year Award:

Each year HDI Global works jointly with the HDI local chapters to identify and award the industry's top first-level support analyst.

Support analysts who are nominated at the local chapter will have an opportunity to compete with their peers locally, regionally and globally for this prestigious award.

The nominator will present a personal business profile of the nominee and the nominee's company, in addition to specific attributes that demonstrate the nominee's understanding of industry standards, commitment to excellent service, and consistently exceeding performance objectives.

The winner from each region will be invited to participate in the HDI's Global Analyst of the Year Awards festivities held during the HDI Annual Conference & Expo. Each year, this award is sponsored globally by Robert Half Technology, who is also sponsoring our local HDI Music City HDAOY program for 2009.

Minimum Nominee Requirements:

Chapters may open the nomination process to everyone, but to qualify for nomination these basic minimum requirements must be met:

1. At least one person from the company/site must be a member of HDI
2. The nominee needs to have been in a Tier 1 position for at least 9 months of the previous 12 months
3. While a Tier 1 analyst, the nominee must have at least 75% of their daily tasks related to direct customer Tier 1 support
4. The nominee cannot be a member of the Awards Committee
5. A maximum of two nominees per company/site. (If multiple nominations are received, the company/site management will approve only two nominees)
6. Demonstration of a commitment to excellence will be demonstrated by the Nomination Criteria as listed on the Nomination Form
7. Any previous year Global winner in this competition is not eligible for subsequent nomination

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Officer Spotlight



Gerry Barber,

Chair, Strategic Planning Committee

Gerry is a twenty-five year veteran of the support industry. He is currently the Call Center Leader for Deloitte Services LP's internal call center. Gerry's responsible for the strategic delivery of support services to Deloitte U.S. Firms 45,000 employee base. Support services include HR benefits and technology support with call centers located in Tennessee, India, & California

Throughout his career, Gerry has attained operational success through blending the right technology with people, work processes and performance management techniques. Gerry has engaged in award winning start ups, growth expansions and re-engineering projects. Gerry's experience in contact management leadership spans single and multi-site call centers, both large and small with experience in sales, service and support oriented applications. Gerry has lead call center management teams in financial services, healthcare, direct consumer retail, business-to-business supply distribution and tech support.

Gerry has served as a guest speaker at numerous contact center industry conferences and has contributed many articles and writings to contact center industry publications. Gerry currently serves on the board of advisors for the International Customer Management Institute's (ICMI) conference programs. In addition, Gerry is former V.P. of Programs for the Music City Help Desk International chapter and the current Chair of the Strategic Planning Committee.

- 1. Nominee Info:** Give name, address, and brief overview of the nominee's company or organization, including its primary services and/or products.
- 2. Customer Service:** Give one example of how nominee demonstrates extraordinary commitment, dedication, and service to customers.
- 3. Performance and Quality of Work:** Give one example how the nominee consistently exceeds performance objectives.
- 4. Team Orientation and Leadership:** Give one example how the nominee promotes teamwork.
- 5. Communication:** Give one example how the nominee demonstrate effective communication skills.

Interested in Nominating Someone?
We are now accepting nominations for HDI Analyst of the Year!
Submit nominations to vpcommunications@hdimusiccity.com:
by 5 PM, Friday, October 30, 2009
Winner announced at our December 3rd meeting!

- Upcoming Events:**
- October 1, 2009** - Meeting at TBD
 - December 3, 2009** - Meeting at LifeWay (HDAOY winner announced)
 - February 4, 2010** - Meeting at TBD
 - March 16-19, 2010** - HDI Conference at Orlando, FL
 - April 1, 2010** - Meeting at TBD
 - May 6, 2010** - Meeting at TBD