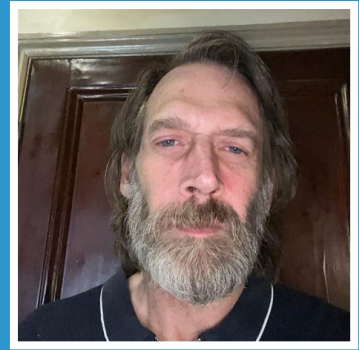


Driving Change at Firstsource

Darren Harvey improved workforce management for a major utility client. He created a real-time data tracker, reducing abandonment rates and improving response times. His proactive approach ensured consistent service levels across multiple business lines. His work brought structure, clarity, and measurable results.



Darren Harvey, a key member of the workforce management team at Firstsource, has made a lasting impact on one of the company's most important clients—a major utility provider. Darren has spent years honing his skills in workforce planning. He has used his experience to navigate complex challenges, improve systems, and deliver better outcomes for the client. His role requires him to maintain capacity planning, monitor operations, and manage metrics. But, it's the changes he's made in the last year and a half that have truly stood out.

Darren's story begins with a shift in how the client wanted to operate. The utility company, once reliant on operations for everything from scheduling to performance management, shifted to a more granular, planning-focused approach. So, the team could no longer just supply headcounts and working hours. They had to better understand the client's detailed needs. As a result, Darren found himself overseeing not just one or two business lines, but 10, each with their own unique set of challenges and requirements.

The main hurdle Darren faced was the lack of structured data. The client's workforce management tool lacked real-time functionality. This made it hard for Darren and his team to monitor agents throughout the day. This gap in real-time tracking led to challenges in balancing workloads. It made it hard to manage call and email volumes. This, in turn, affected key metrics like abandonment rates and response times. Instead of letting his frustration hold him back, Darren dug deep into the problem. He experimented with solutions until he found the right approach.

He developed a tracker that pulled data every 15 minutes from the client's system, comparing it to scheduled agent activity. This simple, effective solution let Darren's team flag when agents went off track and quickly address performance issues. Once implemented, this new approach had a dramatic impact. Performance improved. Abandonment rates are now under control, and email response times are back within the 24-hour target. This solution, demonstrated Darren's ability to turn a complex problem into a manageable, actionable plan.

One of the most remarkable aspects of Darren's journey is his dedication to upskilling the team. He has worked tirelessly to train new real-time analysts on the client's deliverables. He did this while managing his own role and ensuring all lines of business met their service level agreements. The challenges have been significant. They include the huge data volume and the client's unpredictable needs. But, Darren has led the way. He has ensured that the right resources are in place at the right time. His unwavering commitment to the account and his colleagues has not gone unnoticed. Many of his peers have praised his diligence and resilience during tough times.

Darren's work goes beyond just meeting targets. He's transformed the utility client's workforce management. It's now more structured, transparent, and efficient. Darren has solved operational issues by working with the client to understand their needs, creating new processes to capture accurate data, and training his team. He has also helped the client adopt a more modern, data-driven way of working.

The real value of Darren's work lies in the lessons he's learned and the insights he's gained along the way. One key takeaway is the importance of flexibility and learning from setbacks. Darren seeks to improve his work. He tests, adapts, and refines his solutions. When faced with a new system or process, he doesn't wait for perfect conditions—he dives in, learns what works, and adjusts accordingly. Darren's story reminds anyone seeking to improve their work processes. It shows that persistence and adaptability can be as important as technical skills.

Darren's changes at Firstsource show how to transform a business. Focusing on detail, teamwork, and a willingness to innovate can boost operations and culture. His ability to tackle challenges head-on, upskill his team, and implement lasting solutions makes him a standout leader. Through his work, Darren has not only supported his client's growth but has also set a new standard for what's possible in workforce management.