

COLLABORATION AND EMPLOYEE ENGAGEMENT



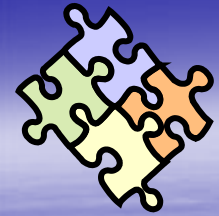
PUTTING THE PIECES TOGETHER

A CASE STUDY

INTERNAL REVENUE SERVICE



*Delivering World Class Solutions, Service,
and Satisfaction*



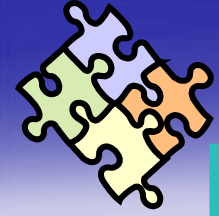
Inside Employee Resource Center Operations

- ERC is located at the IRS Service Center in Memphis, TN. Staffing consists of 85 employees including 45 frontline Customer Service Representatives.
- ERC serves as the single point-of-contact for 109,000 IRS employees. We will provide an integrated and employee friendly source of information and transaction support.
- Our success is measured by the satisfaction, respect, and trust given to us by our customers – the employees of the IRS.
- ERC provides a host of administrative products and services with more than 1,000 Service Providers located nationwide.



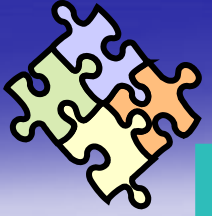
Inside Employee Resource Center Operations

- One call to the ERC's toll free number connects employees to a wide variety of services and information.
- The ERC is a multi-channel Contact Center. Service requests are initiated via telephone & website. The ERC's website is accessible 24 hours a day. The Contact Center is available Monday through Friday (6:00 am to 8:00 pm CST)
- The ERC has a robust ticketing system that allows customers the ability to initiate and track progress on all service requests.
- A Quality Assurance Team along with a Report Website provides process reviews and contact center metrics.



ERC Historical Perspective

The Employee Resource Center (ERC) officially opened on October 9, 2001. The service request volume has steadily increased every week. From 113 requests the first week to a current average of 10,000 per week. Employees nationwide are contacting the ERC via telephone, web, fax, TTY or email. To date, the ERC has issued more than 1.5 million service requests.

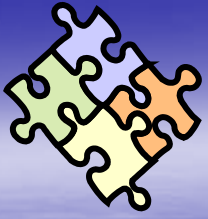


ERC ACCOMPLISHMENTS

- LOW EMPLOYEE ATTRITION RATE
- 1,000 SERVICE PROVIDERS LOCATED ACROSS THE COUNTRY
- 40% INCREASE IN SERVICE REQUEST VOLUME OVER THE PAST FIVE YEARS
- HIGH CUSTOMER SATISFACTION RATING

HOW DID WE DO IT??

WHAT IS THE SECRET
TO OUR SUCCESS?



EMPLOYEE ENGAGEMENT



ERC'S WORK ENVIRONMENT EMPHASIZES

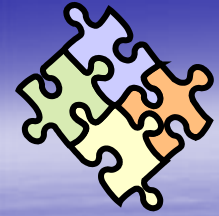
- PERSONAL COMMITMENT TO CUSTOMER SERVICE
- TEAMWORK
- PARTNERING WITH UNION
- ENTHUSIASM, ENERGY & FUN





Thank You!

Questions?



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