Accelerating Tech Evaluation to Cut Costs and Improve Onboarding

Industry: Contact Center Operations

Use Case: Technology Evaluation & Procurement Modernization

A national enterprise contact center team partnered with DDI to modernize its Workforce Management (WFM) and AI capabilities. Despite strong technical talent, the organization struggled with cross-functional misalignment — particularly between IT and Operations — leading to stalled evaluations and delayed improvements.

The Challenge

The client's procurement and evaluation process was fragmented and slow:

Lengthy Evaluation Cycles

Averaging 22 weeks, delaying implementation and time-to-value

Cross-Functional Misalignment

IT-led evaluations excluded input from operational end users

Financial Impact

Higher customer acquisition costs, delayed onboarding, and underleveraged tech spend

The Solution: Prescriptive, Cross-Functional Evaluation

DDI led a structured, collaborative process to align stakeholders and accelerate decision-making:

Stakeholder Alignment

Engaged IT and Ops from the outset

Requirements Mapping

Balanced business needs with budget and technical feasibility

Vendor Evaluation

Conducted hands-on solution testing and authored RFPs

Prescriptive Framework

Delivered a clear, milestone-based roadmap and decision model

The Results

30%

Reduction in Evaluation Time

Faster client onboarding and improved responsiveness

12%

Technology Cost Savings

Achieved without sacrificing platform capability

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Improved Experience

Higher NPS and employee engagement scores

Long-Term Strategic Impact

This engagement created a scalable model for future procurement efforts — one that integrated operational voice into technical decisions and eliminated costly delays. By replacing ad hoc processes with a repeatable framework, the client improved internal trust, sped up transformation cycles, and is now better positioned to evaluate emerging AI and WEM solutions confidently and collaboratively.