



Supporting Customer Service for a Leading Philippine Healthcare Provider

Overview

For a leading healthcare benefits provider in the Philippines, delivering consistent customer service depends on workforce planning, customer engagement, and business operations working together effectively.

As service requirements evolved, managing these interconnected functions required increasingly coordinated expertise. The priority extended beyond maintaining individual technology platforms. The organization needed to keep customer-facing operations running smoothly, support employees effectively, and respond to changing business demands without increasing operational complexity.

Black Box became a long-term managed services and technology partner, bringing together application support, workforce management expertise, professional services, training, monitoring, and systems integration within a coordinated service model.

Challenges

Customer service in healthcare depends on more than the point of interaction. Workforce availability, resource planning, application performance, and supporting business processes all influence how efficiently customers are served.

The organization relied on several interconnected business systems, each requiring specialized expertise. Managing these requirements independently increased operational complexity and placed additional demands on internal technology and operations teams.

At the same time, healthcare service requirements and customer expectations continued to evolve. The business needed to maintain operational efficiency while ensuring dependable support for critical customer-facing and workforce functions.

The organization therefore required a partner that could coordinate multiple support requirements while keeping the focus on service continuity, workforce effectiveness, and broader business priorities.

AT A GLANCE

CHALLENGES

- Maintaining consistent customer service across business-critical operations
- Managing workforce planning and customer service requirements efficiently
- Coordinating support across interconnected business applications
- Adapting operations to evolving healthcare and customer expectations

SOLUTIONS

- Managed and professional services with a 23-person team
- NICE IEX workforce services and Oracle operational support
- Non-production Salesforce and Genesys CX Cloud support
- Systems integration and defined SLA commitments

RESULTS

- Coordinated access to workforce and application expertise
- Explicit staffing and deliverable-quality expectations
- Defined ownership for issue acknowledgement
- Documented basis for reviewing service delivery

BENEFITS

- One partner across the agreed service scope
- Workforce consulting, administration and training expertise
- A defined process for addressing staffing vacancies
- Measurable quality and escalation commitments



Solutions

Black Box brought managed and professional services together to support the healthcare provider's workforce operations and business applications. The scope covered Oracle operational services, NICE IEX workforce management consulting, administration and training, and systems integration. Salesforce and Genesys CX Cloud support was limited to non-production environments.

The engagement included a 23-person specialist team of nine business analysts, five designers and nine trainers. The service level agreement (SLA) requires this headcount to be maintained without unauthorized gaps, with resource stability measured quarterly. Qualified replacement personnel must be presented for interview within 10 business days of a vacancy.

The SLA also sets a target for 95% of project documentation and training modules to meet the provider's standards on first submission, measured monthly. It requires the Level 1 project manager to acknowledge issues within four business hours. Replacement timelines and escalation acknowledgement are measured per occurrence.

Defined service processes, continuous monitoring and regular stakeholder reviews supported coordination across the engagement. Knowledge transfer and training complemented application support, while agreed priorities and SLA commitments provided a framework for managing delivery.

Results

The healthcare provider gained one coordinated engagement for workforce management, application support and specialist professional services. This brought the agreed support scope under one partner and gave internal teams a common framework for managing priorities.

The SLA made delivery expectations explicit. Staffing continuity could be reviewed against a defined team size and vacancy process, while documentation and training materials could be assessed against a first-submission quality standard.

Defined escalation ownership gave stakeholders a clear point of accountability for issue acknowledgement. Specified measurement frequencies provided a framework for reviewing staffing continuity and delivery quality, and for following up on replacement and escalation commitments.

Why Black Box?

Healthcare organizations need support partners that understand how customer service, workforce operations, business applications, and operational continuity connect.

Black Box combines managed services, customer experience expertise, workforce management specialization, professional services, and systems integration within one engagement model. This helps organizations simplify operational complexity, improve coordination across critical functions, and keep technology support aligned with business and customer service priorities.