

# **Sustainability Video script (voice-over)**

## **PART 1: INTRODUCTION**

Hello, and welcome to the BPO Division of NTT.

Our division is primarily based in Canada, where we operate 5 facilities.

We also manage another site offshore in the Philippines.

We've been delivering frictionless customer experiences and management solutions for our clients for over 43 years.

Our business serves over 35 clients, provides services in 5 different languages, and counts more than 3000 amazing colleagues.

## **PART 2: CATALYST FOR CHANGE**

2020 prompted significant adjustments to our work structure, compelling us to transition to remote work temporarily.

However, a shift in the working model presented some serious challenges.

We chose to transform challenges into a thriving opportunity by embracing a sustainable remote model.

## **PART 3: BUSINESS CHALLENGES**

In a conventional Contact Center environment, physical proximity of managers provided optimal support to our teams and people could interact with one another.

In a remote environment, we realized that support may not be efficient, and our teams may not experience a sense of belonging, which could negatively impact Key Performance Indicators, such as Customer experience and Employee satisfaction.

We also had to meet customer expectations on information confidentiality and cyber security.

## **PART 4: BUSINESS TRANSFORMATION**

**We've decided to invest in innovative technologies and methods to maintain our performance, engagement levels, security, and keep our sustainability ambitions while functioning in a remote working environment.**

**We've adopted remote collaboration tools like SharePoint to ensure efficient communication, but also foster a sense of togetherness within our geographically dispersed workforce and enhance employee engagement.**

**Our Virtual Desktop Infrastructure provides central administration and control of confidential data, ensuring the security and integrity of sensitive information.**

**Developed by NTT-TX, our Foresight Agent Assist tool, leverages advanced AI technology to provide intuitive assistance to contact centre agents.**

**Supervisors now have the ability to monitor agent calls in real time, intervene, and support their employees when needed, as they would in a traditional call center floor.**

**Foresight also offers Post Call Analytics, which highlight insights on call trends, enable proactive coaching, and provide information to change processes.**

**We implemented agent desktop monitoring software, to ensure compliance with regulatory requirements and mitigate insider risks.**

**Technology upgrades also helped us expand our product portfolio and become nimble.**

**Quality as a service, automated Quality Assurance, AI inclusive products, and a cloud-focused strategy that provided high-availability applications helped us become more resilient, and move from being a traditional BPO business to a managed services player in a relatively short span of time.**

## **PART 5: STAKEHOLDER IMPACT**

**These innovations had a lot of positive impacts on our company, our employees, our customers and our sustainability ambitions.**

**It helped us prioritize our employee well-being and health, and increase engagement.**

**We could diversify our workforce and attract talent from all parts of Canada and Manila.**

**Our improved NPS scores reflect enhanced client experience across our clients and tech partners.**

**Retiring physical infrastructure and embracing digital increased operational efficiency, leading to cost savings and resource optimization.**

## **PART 6: ENVIRONMENTAL IMPACT**

**By reducing daily commutes, our initiative directly contributed to lowering carbon emissions.**

**Now nearly 90% of our employees work remotely, which represents at least 54% reduction in emissions.**

**As we underwent real estate consolidation, we lowered our energy consumption from 5.2 to 2.8 million kWh between 2022 and 2023, representing a reduction of 45% kw/h.**

**Our digital transformation helped drastically reduce the need for printing materials, such as mail or office physical documents.**

## **PART 7: CONCLUSION**

**Our sustainable remote model serves as a template for solving a variety of societal challenges, by providing a blueprint for organizations to increase efficiency, resilience, collaboration.**

**and enhance employee well-being.**

**It contributes positively to environmental sustainability, and its success demonstrates the potential for organizations to lead by example and make a positive impact on a broader scale.**