

# Successful Transition

## CASE STUDY

“TSI recognized the sensitivity of going from an on-site to a call center environment and helped us manage that transition with little to no issues. They were responsive to our needs and concerns and remain so today.”

**Bebbian Seiler,**  
Executive Assistant  
to the President  
and COO, Travel  
Manager, EmCare

### How to Successfully Transition an On-site to a Call Center Service Configuration: EmCare Holdings

#### Overview

EmCare provides emergency department management in 300 hospitals in nearly 40 states, treating about five million patients per year. EmCare emergency management services include recruiting and hiring medical directors, doctors, and nurses and monitoring their performance. The company also provides administrative functions such as billing, record keeping and physician scheduling.

#### History

TSI serviced EmCare’s travel program via an on-site agent for a number of years. EmCare decided to move to a call center configuration to reduce costs and gain better coverage/service during high-demand periods.

#### Summary

Along with a detailed implementation plan, TSI used the following solutions to help EmCare’s transition—with rave reviews from travelers and travel arrangers—while also meeting the client’s goal to reduce the cost of service. Now, with a 10-year partnership, EmCare serves as a reference client.

#### Implementation

##### Challenges

- Travelers and travel arrangers had developed a relationship with the on-site agent
- Additional policy changes accompanied the configuration change
- The change occurred at the same time travel agencies began to charge service fees

##### Solutions

- Executive-level support: EmCare management communicated their support of the decision
- Relationship building: travelers and travel arrangers met the agents assigned to EmCare to begin developing relationships and trust
- Education: TSI designed and supported a training plan for travelers and travel arrangers on the new policies
- Custom solutions: TSI uncovered the client’s key needs and created solutions with demonstrable value propositions
- Account management: TSI assigned an account manager to answer questions, resolve issues and be the point of contact for EmCare travelers and travel arrangers