



## CASE STUDY

# 'CollaborationRoom is a life saver': How BeeSeen Solutions used CollaborationRoom (viewme.ai) to engage with team members to drive higher levels of Communication, Performance, and Compliance

## Situation

BeeSeen Solutions is a full-service Business Process Outsource provider founded by a group of entrepreneurs who have built several successful companies in the retail, call center, financial services, and technology industries.

With the workplace paradigm shift that occurred over the last year, BeeSeen was scrambling to ensure that they could keep their workforce engaged remotely so they could continue to meet the expectations of their clients. BSS felt that all of the commonly available video conferencing solutions in the market lacked important features for remote workers and managers.

## Challenge

BeeSeen Solutions (BSS), being a dynamic and culture centered organization, operating remotely due to the pandemic, was challenged to maintain effective communication, performance and compliance at the level that their clients were accustomed to, using traditional video conferencing platforms. They were facing problems like connectivity issues, audio/video lag, insufficient oversight to manage customer/agent communications, and concerns about compliance protocols, to name a few. Patrick Pinto, CMO for BeeSeen said "although we had a video conference application deployed, we feared it wouldn't be as effective as we were looking for. Once we started working remotely, our concerns were validated; we were struggling to manage operations with any sense of effectiveness. We needed to make a change and do so fast."



***"We needed a communication tool that would allow managers to engage with their teams, seamlessly, as if they were working in the office."***

BeeSeen Solutions reached out to The Patriot Group (TPG) to learn more about its patent pending communication tool "CollaborationRoom" to assist in regaining the effectiveness and efficiency that they lost in the necessity to work remotely. "While talking with the team at TPG their experience working in our industry was apparent. Their recommendations were logical, reasonable and easy to deploy" said Pinto. They set themselves apart from other firms right out of the gate. Reaching out to The Patriot Group was a great decision."



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### Solution

TPG immediately assigned a team to partner with BSS management to help them solve their issues.

Understanding that the most pressing issue was regaining efficiency and effectiveness in a remote work environment, TPG introduced BSS to their cutting-edge engagement tool 'CollaborationRoom,' a tool built to help engage team members to drive higher levels of performance and compliance.

TPG showed BSS how CollaborationRoom was a seamless, low bandwidth, highly interactive tool that would allow BSS management to regain their competitive advantage, even in a remote environment.

TPG explained how CollaborationRoom is designed to provide an experience similar to working in a brick-and-mortar facility. The real-time engagement and analytics enables users to protect sensitive customer PII or PHI data by alerting supervisors in real-time of policy violations.

"CollaborationRoom has solved almost all of our remote worker challenges, all by itself; with every engagement, our productivity improves. CollaborationRoom provided us with a reliable, effective solution to engage our team members, strengthen compliance and improve remote performance," Pinto said.

"Additionally, it's AI-based facial recognition feature also allows us to identify the team members level of engagement, in real time, allowing the supervisor to ensure team members are focused and/or if they need assistance on a call. If they do need assistance, the supervisor can start a coaching session to assist."

"We have seen tremendous enhancements in our organization since working with The Patriot Group and their Agent Engagement Tool, Collaboration Room. TPG and CollaborationRoom are lifesavers. The features, ease of use, and virtually non-existent need for IT support helped increase efficiency, optimize engagement with remote team members, and improved customer experience. We couldn't be happier."

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**Utilizing the Agent Engagement platform has helped improve our overall compliance, communication and ability to stay connected as a team. It has helped keep our culture and empower our team members. It has been a priceless tool that we continue to gain value from**

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**Patrick Pinto**  
CMO BeeSeen Solutions

**Contact The Patriot Group at either link below for a demo of CollaborationRoom**

**[www.viewme.ai](http://www.viewme.ai) and [www.tpgbpo.com](http://www.tpgbpo.com)**