CASE STUDY

Speed to Proficiency:

How Fusion CX Helped a U.S. EEG Provider Boost Quality and Revenue

About The Client

Our client is a leading U.S. EEG service provider offering innovative, cloud-based solutions for accessible and efficient at-home VEEG testing and monitoring. They are recognized for combining advanced medical technology with patient-centric care.

Challenges

The client was experiencing:

- A significant rise in the number of customer interactions
- Increased device malfunctions and patient misuse, resulting in non-payments and financial losses
- The need for rapid onboarding of qualified technicians while maintaining high QA standards

Action Plan Deployed

We implemented a comprehensive support framework to achieve rapid performance gains:

1 **Qualified Technicians:** Recruited, trained, and certified technicians to perform L1 repeatable tasks with consistency.

2 **Structured Onboarding:** Designed a streamlined onboarding and training program to accelerate proficiency.

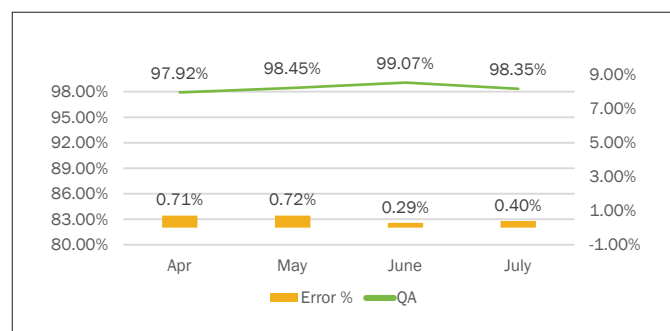**3** **QA Gatekeeping:** Introduced a robust QA scorecard to ensure accuracy in data annotations and patient engagement.

4 **Process Optimization:** Aligned workflows with compliance and operational efficiency goals.

Total & Completed Orders, Revenue

	Apr	May	June	July
Total Orders	5778	6731	6713	6597
Completed	5778	6566	6538	6513
Rev Generated	5.8 M	6.6 M	6.6 M	6.6 M

QA Scores x Error %

	Apr	May	June	July
QA	97.92%	98.45%	99.07%	98.35%
Error %	0.71%	0.72%	0.29%	0.40%

Outcomes

In less than 60 days, the client saw measurable improvements:

- 15% increase in productivity
- $1M increase in revenue in just one month
- 98% quality score—well above the 85% target—within 30 days
- 58% reduction in errors within 60 days

KEY TAKEAWAYS

- Speed to Proficiency is Possible: With the right onboarding process, skill gaps can be closed in weeks, not months.
- QA Rigor Drives Consistency: A centralized scorecard and clear performance metrics keep teams aligned on quality.
- Process Matters: Standardized SOPs reduce variability, cut errors, and improve service reliability.
- The Right People Make the Difference: Investing in skilled, well-trained technicians accelerates both operational results and revenue recovery.