ZABBIX



Modernizing the Collections Operation and Ensuring Contract Compliance

A case study

Scentec

INDUSTRY

SERVICES

SIZE

MORE THAN 150,000 EMPLOYEES WORLDWIDE

LOCATION

MEXICO (REGIONAL OPERATION FOR LATIN AMERICA)

One of the leading customer relationship and business process outsourcing companies in Latin America runs a critical collections operation from Mexico for a prominent financial institution in the country. The operation relies on a specialized platform that handles millions of calls a day, all of which must be accurately recorded and stored to meet contractual agreements.

Challenge

The operation faced a series of technical and contractual risks due to the lack of specialized monitoring.

The main challenges included:

- **No technical or operational monitoring system;**
- **Frequent loss of recordings with no clear diagnosis;**
- **No real-time alerts on critical failures;**
- **Critical infrastructure managed by a small technical team;**
- **Limited visibility of operations for managers.**

These factors put SLA compliance at risk and exposed the company to significant contractual penalties.

Solution

To turn this situation around, the company hired Scentec de México, a Zabbix Certified Partner, which led the implementation of the Zabbix monitoring solution.

The project priorities included:

- **Ensuring the integrity of recordings;**
- **Establishing a scalable and cost-effective monitoring environment;**
- **Providing operational visibility through real-time dashboards;**
- **Preventing technical failures and enabling preventive action.**

Zabbix was chosen for its robustness, flexibility, scalability and license-free model. The implementation included:

- **Installing a dedicated Zabbix server;**
- **Monitoring the critical services of the collections platform;**
- **Developing custom dashboards for the different sites;**
- **Integrating with databases for productivity analysis.**

With this project, the company moved from a reactive stance to strategic, proactive management of its critical operation.

Results

The main benefits achieved after implementing Zabbix include:

- **Recording failures eliminated:** what used to happen daily has been completely eradicated thanks to real-time alerts.
- **Complete operation monitoring:** today it covers 100% of the collections operation at the four sites included in the contract with the bank.
- **Operational data per site:**
  Pachuca: 346,182 calls / 346,028 recordings (779 agents)
  Perinorte: 83,698 calls / 83,737 recordings (286 agents)
  Toluca: 320,645 calls / 314,523 recordings (597 agents)
- **Faster response times:** automatic alerts removed the reliance on manual observation, speeding up corrective action.
- **Faster, data-driven decisions:** real-time visibility through dashboards reduced the time needed for strategic decision-making.
- **Cost savings and contract compliance:** with no monitoring tool in place before, the initial investment of USD 20,000 in the first year paid for itself by avoiding contractual penalties for non-compliance.

Today, the collections operation has a stable, predictable and compliant technology environment, with improved responsiveness and management based on reliable data.



To learn more about what Zabbix can do for **services**

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