

A leading Asian BPO offers 100% uptime to improve customer experience

Challenge

- Ranking among one of the fastest growing BPO companies in India, this client wanted to add an additional 1500 seats in on their existing contact center platform and upgrade their IPCC solution
- Critical business operations were at stake due to insufficient support from the incumbent. The client wanted to partner with a contact center expert with a network operating center(NOC)

Solution

- Servion proposed a holistic managed services solution with best of breed & End-to-end support
- The solution included a Multi site self-service application with inbound and outbound services for more than 2500 agents
- In addition an email management solution was implemented for better collaboration
- 24x7 remote monitoring services were offered through a NOC that follows the sun

Results

- Servion enabled the BPO to offer an improved customer experience through
 - 100% uninterrupted uptime
 - 100% response SLA
 - Increased agent productivity
 - Comprehensive reporting

