

CASE STUDY | BPO

# A leading Indian IT service provider improves service efficiency and enhances customer experience

## Challenge

- The client is an Indian multi-national provider of information technology, networking technology solutions and business support services. It wanted to set up a blended contact center for one of their large service provider clients in Ireland.
- Many challenges arose due to multiple locations, various processes, different verticals, international and domestic customers
- The service provider wanted the contact center to go live within 45 days of the release of PO

## Solution

- Servion took a consulting-led approach and provided an optimized solution. The solution caters to 5 countries across 2000+ agents

- The solution included design services, building custom applications, inbound/outbound blending, WFO encryption, screen development and backend integration

- As part of the solution, proactive support was provided

## Results

- Servion was able to deliver the project on time without any local presence
- 24x7 availability of SMEs
- Servion is the only common service provider across multiple OEMs