

CASE STUDY | BPO

A large BPO automates its contact center and improves customer experience



Challenge

The client is one of the world's largest business process outsourcing companies. It faced the following challenges:

- Maintaining different platforms and different versions in multiple locations
- Modularity
- Scalability and cost
- Integration with existing environment

Solution

Servion developed and implemented a customized open source architecture solution that included:

- A custom dialer application, voice mail, conference, fax, and self-service application
- Call routing /load balancing
 - Automation everywhere
 - Contact processing and CTI functionalities

Results

As a result of the solution implemented by Servion, there was:

- Reduction in user based licensing cost

- Reduction in time to go to market because of the automation

-
- Scalability

-
- Modularity

For more than 25 years, Servion has been trusted by customer-centric brands for designing, building, running and optimizing Contact Centers and Customer Experience (CX) solutions. Our 1100 CX professionals apply their passion and deep domain expertise to the entire design-build-run-optimize solution lifecycle. For more information, visit <https://servion.com/>.



Servion is a registered trademark worldwide. The mention of other product and service names might be trademarks of other companies. This document is current as of the initial date of publication and may be changed at any given point of time.

© Servion Global Solutions

Learn more at servion.com

Follow us at [linkedin.com/company/servion-global-solutions](https://www.linkedin.com/company/servion-global-solutions)

For more information, contact marketing@servion.com