

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

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/>.



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