

# CONTACT CENTER SETUP FOR A LEADING MULTINATIONAL IT COMPANY

Contact center service over 22 locations across 18 countries in APAC region

## CUSTOMER CHALLENGE



- Decentralized and siloed approach in managing customer service across Asia Pacific region.
- High cost and lack of trusted partners in emerging or smaller markets.
- Inconsistent call center service quality provided to customer.
- Inefficient recovery of IT assets from customers.
- Challenge in monitoring KPIs.
- Inconsistent quality of calls.

## DHL SOLUTION



- Deliver end-to-end Supply Chain integrated solution from order management to defective asset return management.
- Single control tower, providing insights on inventory across both DHL and third-party warehouses.
- Call response center, a single interface between all parties, including the end customers.
- 24\*7 daily coverage.

## CUSTOMER BENEFITS



- Standardized call center service across 18 countries.
- Improved asset recovery rates.
- Improved stock inventory to enable holistic view across all warehouses.
- Access to data analytics tool to provide better understanding and insights across Asia Pacific region.
- KPI monitoring for improved performance.
- Quick turn around for query / complaint resolution.