

# High Tech Case Study

Global provider of broadband and entertainment systems  
consolidates and improves Customer Experience



Global provider of broadband and entertainment systems consolidates and improves Customer Experience

## Challenge

- Transition to a single partner able to handle global customer and technical support in over 7 languages at 3 days' notice
- Deliver multilingually to Europe, the Americas and APAC
- Ensure minimal end-customer impact during vendor transition
- Enable business continuity
- Improve cost efficiency

## Why Conectys

- 24/7/365 guest support with highly skilled teams
- Multilingual skills for all territories
- Full project transparency via scheduled and real-time reporting
- Load balancing, telephony and multi-site failover
- Cost savings and access to the right talent through smart locations

## Results

+300% call volume increase (6,000 to 18,000 calls/month)

59 global NPS score (above industry average of 2-3)

89% First Contact Resolution score

+75% QA score (post-transition)

Decreased AHT to less than 6 min.

Halved costs by leveraging smart locations

## Solution

The client, a global internet service provider for the hospitality industry, had been with Conectys since 2007. In 2014, it merged and rebranded following its acquisition.

Based on its previous collaboration with the client, Conectys was chosen to become the single partner and point of contact for the new entity and to handle global customer and technical support in over 7 languages.

The acquisition involved a vendor switch and Conectys absorbed 3 times the usual volumes by ensuring service delivery from its centres in Romania and the Philippines.

The client benefited from Conectys' multilingual and highly skilled customer and tech support agents, as well as from a co-developed knowledge base meant to ensure that end-user communication remained a 5-star service. Customer Satisfaction metrics were another vital addition to the service.

The smart partnership achieved minimal CAPEX exposure and lowered OPEX by forecasting and aligning resources with volume seasonality.

The client continues to expand and plans to broaden its collaboration with Conectys by adding several more support languages and territories.

- Forecast and aligned capacity to volume and arrival patterns
- Ensured joint technology setup with dedicated leased lines, call routing and dynamic failover
- Developed a call ring strategy to manage failover and spikes
- Activated multi-site delivery in Romania and the Philippines
- Automated SLA notifications
- Introduced NPS, FCR and CES for tracking customer satisfaction
- Training & Accreditation Scheme
- Employee Engagement Scheme

Want to impress your customers with your customer service?

Let's talk solutions:

EU +32 929 80111

UK +44 203 318 1593

US +1 646 381 1599



**35+**

LANGUAGES

**4000**

SEATS

**24/7**

DELIVERY

**14**

LOCATIONS

EU +32 929 80111 | UK +44 203 318 1593 | US +1 646 381 1599  
44TH SERGENT NUTU ION, DISTRICT 5, ROMANIA

