![Flightcase — YOUR TRUSTED SUPPORT PARTNER]

An upcoming telecom company which has grown 92% in 10 months

To meet the support demands of an increasing member base while significantly reducing per member support costs.

Challenges

The client was struggling to support its ever increasing user base that was at 50000 minutes and later in six months has scaled to over a 600,000 minutes a day worldwide, a 10 time growth rate. The members and strong competitive forces were driving the client to maintain a 24x7x365 service / support window with multiple delivery channels. The then existent 8x5 service window was clearly not enough to support a global support function. With average hold times increasing with the number of members, the only way they could maintain a healthy customer satisfaction index while improving their bottom line, was to partner with an offshore company that demonstrated experience in meeting scalability challenges.

The client and its subsidiaries operate a leading network of web brands and the largest internet access subscription service in the United States.

THE RETURN

- Reduced support costs per member by almost 70% with Flightcase's offshore delivery model
- Improved customer satisfaction across all customer touch points by focusing on quality of delivery
- Considerable improvement in member retention with improved service levels
- Processes re-engineered to reduce headcount and improve productivity
- Allowed greater company focus on new member acquisition and also on product
- Enhancements
- Faster rollout of new service lines across geographies
- Opportunity to consolidate, re-engineer, rationalize and improve processes efficiency for improving service levels and increasing productivity

HOW FLIGHTCASE HELPED

An experienced team from Flightcase completed the mission critical tasks of mapping, adapting and migrating the processes to its offshore centers at in less than one month.

This happened thorough and systematic process re-engineering led to the development of exhaustive process documentation. A custom resource and training plan was created to identify the skill sets and develop the "ideal" customer service representative profile.

The helpdesk & Engineering support function went live in a month's time and stabilized with desired results, within two months of sustained operations. The support people now also manage the knowledge base for quicker response delivery.

Flightcase's operations team is responsible for handling customer as well as the Engineering support services 24x7x365, maintaining the desired service levels, resource planning and following a structured quality improvement plan. Flightcase has taken various initiatives to improve the member/customer satisfaction index, average speed of answer, first call resolution and improve client /vendor relationship.

Flightcase has been supporting the following processes for the client:

• Customer / Technical Support for its VOIP customers(Retail as well as wholesale)
• Handling Billing Queries
• Dispute Resolution
• Member Account Services
• Client Retention
• Network Performance Monitoring/Updates

An experienced team from Flightcase completed the mission critical tasks of mapping, adapting and adapting the required processes to India.

Enhancing Customer's Operations
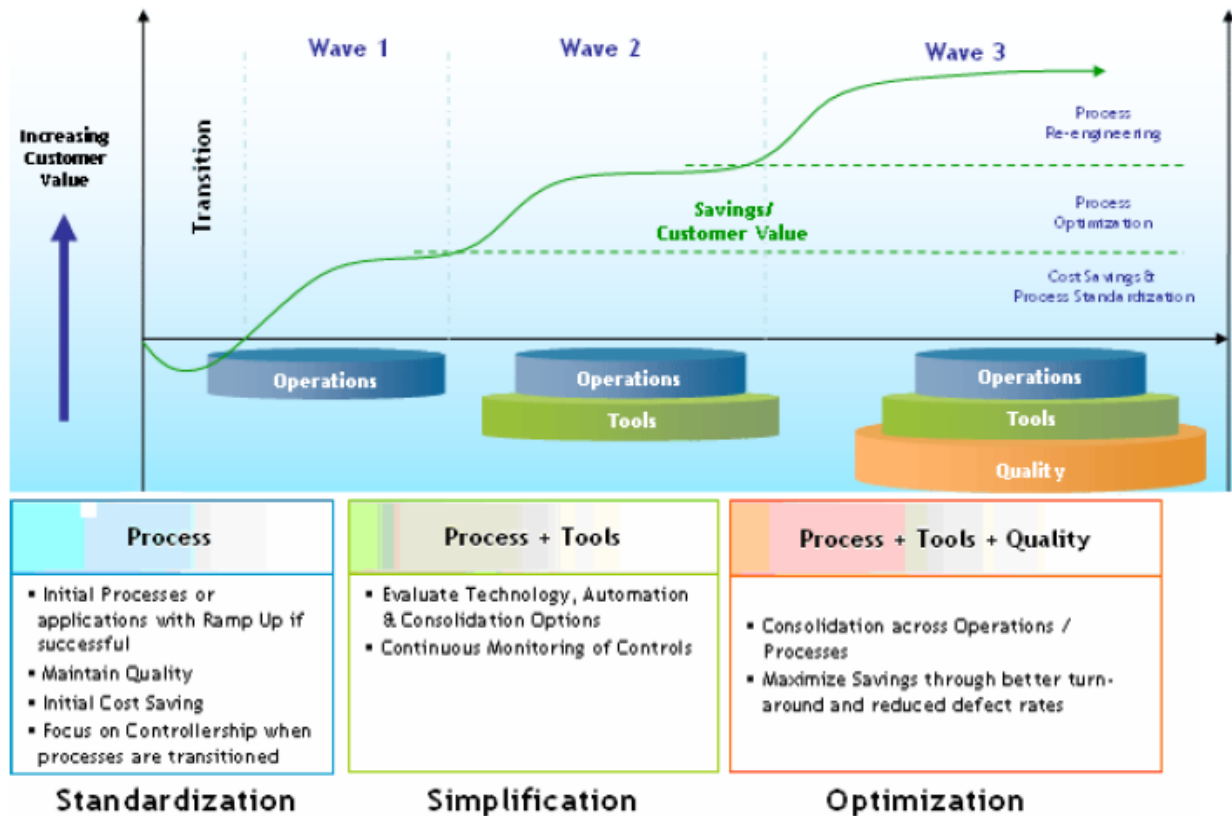
Costs & Savings

- The initial cost of running this operation in the US got reduced by 70% after Flightcase took over.
- With the savings put on Marketing business grew 10 fold in a span of 6 months

Flightcase
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We Certified

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