

OUTSOURCING BPO SERVICES HELPED A LEADING IT SERVICES COMPANY - A SUCCESS STORY



The Customer

A leading IT services company's BPO division was facing several difficulties in processing mail order fulfillment for millions of orders each month. Flatworld Solutions helped the company by designing a unique BPO platform meant for mail order processing.

The Challenge

Some of the challenges faced by Flatworld were -

- + The IT services company's BPO division focused more on delivery and required immense training in BPO platform management.
- + The company's existing in-house IT support was not in accordance to BPO platforms. It was more focused on desktop management. Moreover, the support service team was not familiar with the BPO domain.
- + The turnaround time to respond to customers' queries had to be enhanced.

Flatworld Solutions set up a special team, the members of which had expertise in [Oracle](#) DBA, BPO platforms and operating systems. A special support operations center was also established which was equipped with voice/email/internet facilities, including remote access support, which helped in reducing the turnaround time considerably.

The following technical support services were outsourced to Flatworld Solutions -

- + Providing daytime support to suit the USA timeline
- + Performing regular cleanup and maintenance activities at the support center
- + Flatworld Solutions extended its support services to 24 hours during peak period (when there was an excess of processing requirements)
- + All necessary applications required at the support center were installed and configured. Besides, regular upgrades to the applications were done
- + All the databases were periodically maintained and updated
- + All kinds of application errors were rectified regularly

The Results

The company was pleased with the services provided by Flatworld Solutions. Several performance-related issues, faced by the company earlier, were also resolved by Flatworld Solutions. This augmented the company's productivity significantly.

[Contact us](#) to outsource BPO Services.