FLATWORLD SOLUTIONS PROVIDED IT SUPPORT TO A MOTORCYCLE INSURANCE COMPANY IN THE UK

The Client

The client is a UK-based motorcycle insurance company who needed IT support to handle the overwhelming queries from their growing customer base.

Client's Requirement & Challenges

The client's challenge steadily grew because their services became widely accepted which resulted in a drastic increase in demand and queries. The client lacked the internal support (infrastructure and team) to handle this challenge on their own. This propelled them towards us in need of dedicated IT services to handle customer queries based on the level of importance (Level 1 & Level 2). We were requested to log tickets and route queries to respective teams for swift remediation.

Our Solution

Being an experienced IT solutions provider, we took note of the challenge faced by the client and arrived at a strategy to smoothly handle the customer queries. We provided cost-effective services backed by round-the-clock support. Here is the method we followed to resolve the client challenge -

- + We bifurcated the queries into Level 1 and Level 2 categories based on the priority and complexity before routing it to the respective team
- + Queries of lesser importance were handled at source without the intervention of upper-level support staff
- + We furnished high-quality reports to the client that outlined service updates
- + We gathered queries arriving from the client's website and social media accounts by combining SQL framework with CMS systems and social media SDK

The Results

We studied the ticking protocols followed by the client to scale service level from 30% achieved by the client to 90% (after partner with us). The client was happy with the operational transparency, which allowed them to observe how we handled their requirements from start to finish. Our multi-tier ticket management system proved to be effective for the client leading to a drastic improvement in their customer service.

Outsource IT Support to FWS - A Leading Call Center Services Provider

Flatworld Solutions is an ISO certified IT support services provider with 16 years of experience in the call center services. Our flexibly priced services have helped many clients with varying budgets. We are a company which provides value-added services that will benefit you in a big way. With multiple global delivery centers around the world that are equipped with the latest call center infrastructure, we deliver fast and reliable services that will save your time and money in a big way. The teams behind L1 and L2 support are experts who are backed by a decade plus years of experience, so you can have peace of mind by choosing us as your IT support partner.

Get in touch with us if you have similar requirements and want to provide a better experience to customers.