

## FWS PROVIDED VIDEO, AUDIO, & TEXT MONITORING SERVICES TO A PROMINENT SOUTH ASIAN INTERNET COMPANY



*Read the case study to know how Flatworld Solutions assisted one of the fastest-growing Internet companies with world-class live video monitoring services.*

### The Client

The client is a Singapore-based internet company that offers world-class user experience to their global customers.

### Client's Requirements and Project Challenges

The customer contacted Flatworld Solutions and asked for an experienced team of content moderators to work on their in-house project. The agents were supposed to be responsible for reviewing the image/audio/text content using the customer's back-end system, real-time videos, and webcast.

The major challenge we encountered in the project was to hire, train, and onboard a large number of qualified moderators and create an integrated monitoring process. The client wanted us to onboard at least 100 agents in a short period of time. Also, their expectations for accessing software/CRM and monitoring their content with respect to turnaround time were a bit aggressive.

### The Solution

We worked with the talent recruitment team to select the right candidates within the agreed timeframe and deployed a dedicated team for the client's project. Initially, the client was skeptical and feared that the overall price of the project would go up. However, our management team was able to convince them that the cost per agent would as against the turnaround time would actually profit them. Also, our agents' quality was of international standards, thus, the client gave their affirmation to continue the project.

The client initiated the training sessions as soon as we boarded the required number of agents. They trained the team on their site and elucidated each and every detail. Since then, our agents have had consistent performance and are precise when completing tasks in given turnaround time. So far, there have been no problems, the client is extremely happy with our service.

### The Results

By witnessing the quality and commitment of our agents, the client agreed to sign a contract to increase the number of employees from just 100 to 200. They also promised to provide us with a reference letter soon.

### Outsource Live Video Monitoring Services to Flatworld Solutions

For the last 16 years, FWS has been a leading provider of live video monitoring, audio monitoring, and text monitoring services and a bunch of other [call center services](#). We have worked with numerous single and multi-branch internet companies and have assisted them with our video, audio, and text-files monitoring services.

With a strong portfolio of 3,000 customer support professionals, state-of-the-art monitoring tools, and 10+ global delivery centers, we have gained substantial work expertise in the customer support domain. We have long service experience and have catered to the exact requirements of over 10,000 customers.

To get industry-wide best live video monitoring services, [reach out to us](#). Our agent will revert with a custom quotation.