

We understand you want the best for your customers...

# Let Us Be The Voice Behind Your Business.

When it comes to outsourcing, businesses today demand more than cost savings; they want increased customer satisfaction, improved performance and process innovation. Realtime Results delivers on these objectives by adhering to a proactive, comprehensive approach to contact centers.

## Realtime Results – Creating Results in Real Time

At Realtime Results, we combine a relentless focus on process improvement with operational excellence, industry-leading technology and our highly-skilled workforce to enhance customer experiences. Our Business Process Outsourcing (BPO) expertise allows us to quickly pull the levers that benefit your business and your customers. We're always looking for new and innovative solutions.

### Partners You Can Trust –

Working in tight partnership, we manage your outsourced processes adhering to predefined and measurable performance metrics. Our flexible delivery model and quick ramp-up capabilities enable us to support some of the largest companies in the world. The results speak for themselves.

### Why Realtime Results? We Can:

- Generate a **substantial decrease in overall customer support cost** - up-to 25% reduction.
- **Increase customer satisfaction** with **reduced customer churn**. We increased top-box customer satisfaction from 40% to 80% for a leading telecom provider.
- Increase revenues through active **up-selling / cross-selling**.
- **Make more sales faster** with lower cost per sale, higher conversion rates and lower cancellation rates. We helped a leading communication provider achieve a 20% increase in sales.
- **Decrease call abandon rates**.
- **Reduce AHT** - We've generated reductions up to 25% for existing clients.
- **Improve First Call Resolution (FCR)** with reduction in calls per subscriber per month.
- **Scale up operations quickly**, with the ability to seamlessly transition new processes.
- Apply business intelligence to your processes to constantly make them more efficient. We **outperformed a leading telecom provider's own captive team on key metrics** as measured by the client's own survey.
- **Operate exclusively from domestic facilities with U.S. employees**.
- Offer 24X7 multi-lingual, multiple site support.

### Service Offering:

#### Customer Support

- Inbound / Outbound Customer Service
- Loyalty Program Management
- Billing Resolution
- Customer Retention
- Surveys/Thank You Calls
- Reservations/ Claim Processing

#### Technical Support / Service Desk

- 24x7 Troubleshooting
- Incident Management
- Warranty Support
- Application/Hardware Support
- ISP Support
- Ticket Management
- Warranty / Repair Order Processing
- Tier 1 Help Desk

#### Sales & Marketing

- New Customer Acquisition Campaigns (Inbound/Outbound)
- Cross-Sell / Up-Sell
- Lead Generation / Appointment Scheduling
- Retention/Revival Campaigns
- Order Capturing and Processing



## We Deliver On Our Commitments

One of our guiding principles is “Do What You Say You’ll Do.” To deliver on that promise we’ve created a world-class framework including:

**Robust Technology Infrastructure** – Our centers operate on an integrated, highly reliable and scalable IP-based voice and data network, and we have a dedicated in-house software development team.

**Human Resource Management** – Our talented team of HR professionals use proprietary recruiting strategies to tap into our large pool of quality professionals at low cost.

**Commitment to Best Practices** – We leverage proven approaches, but our flexible process allows us to take a custom approach to each client.

**Process Migration** – We pride ourselves on the speed at which we can engage with a new client and roll-out a new process.

**Quality Audits** – Our custom Call Recording platform allows us to record 100% of calls coming into our centers and provides client access to those recordings almost immediately. Our dedicated Quality Assurance (QA) team uses that tool along with a Rep scoring system to constantly improve the customer experience.

**Metrics Driven** – If we can’t measure it, we can’t improve it. That’s why our organization has a relentless focus on measuring and reporting on key performance indicators (KPIs). We leverage industry leading tools such as IEX Totalview™, the industry’s leading workforce management tool, along with custom enhance platforms that allow us to track and measure each aspect of our business.

### Company Snapshot:

- US-based operations; 50,000 sq. ft. of production space and 500 seat capacity.
- Redundant connectivity and onsite network operations center.
- Dedicated QA team and proprietary QA tools.
- PCI DSS certified.
- Strong professional consulting and in-house software development team.

### Quick Facts

- Processed over 2 million orders for the largest telecom provider in the world.
- Developed the industry’s leading Door-to-Door back-office, mobile handset solution.
- Created a high-touch, Concierge customer care program for a nationwide retail network.
- Increased CSAT levels from 40% to 80% for a leading Telecom provider.
- Launched a nationwide program for a 2,000 store chain in six weeks.
- Outperformed a leading Telecom Provider’s own captive unit on key metrics.



**Connect With Us Today For Complete Customer Care Experience**

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