



# TEAMVAN

PERFORMANCE | POWER | CUSTOMER SERVICE



TeamVan Outsourcing empowers small, medium and enterprise organizations to upscale and leverage their contact centre. We assist organizations by freeing them from boundaries of operational challenges and of running day to day activities. TeamVan Contact Centre Services utilizes 30 years of industry experience to quickly, easily and economically fulfil the most complex customer interaction management requirements, while they focus on their business.

## The TeamVan solution

Over the last decade or so, outsourcing has been the most hyped terms in the business sector. Moving businesses from establishing and maintaining their own facilities to having someone else manage it for them.

With the hundreds of service providers out there what makes TeamVan stand out is the quality of service, responsiveness of the team and more than anything else our service offer of “partnering with the client.” While outsourced contact centre solutions require significant capital expenditure and are typically scaled around estimated agent and call volume numbers. In contrast our business model revolves around symbiotic-relationships where we treat our clients business as our own and care deeply for their goals, vision and bottom-line.

Whether you have your own Contact Centre, Need to Optimize, Move to Newer Technology or even Building a New Centre we can help you add business agility and deliver a truly cost effective and outstanding customer service experience.

## Benefits

- Manage all customer service interactions in real time using cloud or existing technology
- Dramatically reduce operational costs
- Increased customer satisfaction by providing a range of ways for your customers to interact with you
- Intelligent routing improves first call resolution
- Manage quality, training and hiring
- Highly trained multi-lingual staff depending on your organizational needs
- Deploy new customer engagement channels like chat, email and social media
- Optimise efficiency
- Faster time-to-market
- Ability to focus on your core business

## A scalable, flexible solution

TeamVan offers designed to match flexible call center environment and can easily scale up from 5 to 1000s of seats. Being able to scale your operation up and down 'on demand' adds significant flexibility to business planning. You can enter new markets with less risk, respond quickly to unexpected peaks in demand and better manage seasonal fluctuations, helping you to make the best use of agent resource.

## Business Continuity

Our duplication strategy for risk management ensures the resilience, performance and security you need. We can easily manage call-routing rules in seconds, ensuring you maintain full service even if, in the case of extreme weather, unforeseen events, or staff cannot get to work – making our 2 physical redundant call centre locations ideal for business continuity planning.

## Cost Effective

One of the biggest benefit, however, is that you have an operational rather than capital cost. For example you only pay for the number of agents. This results in significant savings against the more traditional capital intensive solutions. Lead times are significantly reduced in multi-site contact centre operations. Enabling you to rapidly meet requests in both increasing and decreasing capacity. We can make use of your existing call routing technology or we can deploy super-cost effective cloud based systems at a huge discount from our certified partners.

**“TeamVan have been doing a great job. Everyone here has been working at warp speed and we know you and your team have been too.**

**Please do not take our silence as a lack of awareness! We are keenly aware of all you and what TeamVan is doing and we could not be more proud to have you on our team,”**

Steve Harfst / President & CEO  
**EASTERN AIRLINES**

## Virtualise your contact centre

Build your team with us- We will help you build skills-based routing techniques that helps enables customers to be directed to the most relevant, available agent, regardless of where they are. Our customer service professionals are located in our Contact Centres in Guadalajara, Mexico and Manila, Philippines.

A virtualised contact centre enables you to:

- Manage agent availability better, by ensuring all contacts are filtered into a single, globally managed, virtualqueue, essential when dealing with sudden spikes in customer demand
- Deliver the same level of services across your organisation
- Reduce overheads – virtualisation means you don't need to keep and maintain a large site with emptydesks
- 'Network' your experts, whether they are agents or not, enabling you to take a huge step forward to ensuring customers receive the best advice 'first time every time'
- We provide your call centre operations management from planning to deployment and including the daily grind. We can create reports, quality agendas and have regular standup meetings to address all the needs that may arise and changes that needs to be implemented.

## Add multi-channel functionality

We can help your business integrate web-based access channels, such as e-mail, chat, co-browsing, voice, video, social media and call back into your call centres, changing them into true multi-channel contact centres, and giving customers the choice to communicate with you on their own terms.

- Voice, VOIP
- Videophone Calls
- Email, Fax, SMS
- Social Media Integration
- Web Chat, Co-browsing

We will deploy, manage and customize all these channels to fit your unique business case and can easily make changes as fast as your organization needs