

Global leader of software and content security seeks a strategic partner to handle high tech and high touch clientele



Quote: "S2G quickly and seamlessly took over our contact center support requirements from an existing partner, making it almost look effortless. They truly are an expert in their field." (Client 's Director Technical Support)

The Client: An industry leader who is one of America's fastest growing private companies, the client is the largest provider of Secure Web Gateways and the largest independent provider of Web and e-mail content security in the world. They are a technology pioneer and innovation leader.

The Situation: The client had partnered with an outsourced provider who was providing satisfactory contact center support, but was not helping innovate the program and create new advances in support. The client was also on the verge of a merger and could not risk any sort of quality issues with support of clients who primarily span Enterprise, SMB, Government, Healthcare, Financial, and Insurance, among others

The Alternatives: The client needed to quickly bring the support back in-house, or find a niche outsource provider who was flexible, proactive, and could provide a very high skill set required for support.

After their first outsourcing experience, they were unsure if there was a flexible partner who could give their program the proactive attention, skill, and performance levels they desired. From day one, quality of support was top priority and could not be compromised.

In-house or outsourced, having the location in the U.S. was the only option. They also needed a solution that could provide enhanced visibility into support metrics as the upcoming mergers were for different products and different services levels that needed to be managed efficiently.

The Solution: Using S2G's North America contact center, S2G worked with the client to show how their high tech experience would help them quickly profile and retain the right staff for the program. Discussing COPC (www.copc.com) best practices utilized for quality and performance management set the client at ease in S2G's ability to deliver on quality expectations from inception.

With only a month of time before the desired cut-over, both teams needed a rapid deployment that did not cut corners. S2G developed a lock tight implementation plan and set the team in action.

The Result: S2G was able to meet the client's cut-over requirement and provide a seamless transition of support to the S2G Customer Response Center. Support hours are 24X7 and right from the get go, S2G exceeded client expectations on quality. The client continues to rapidly expand through additional mergers and client growth, with S2G being viewed as a strategic partner there for the long haul.

- S2G provides a 7x24x365 technical support team that handles Level I and Level II support
- Quality CSAT scores consistently exceeded expectations. On a scale of 1-5 (5 being excellent), S2G maintains a 4.3 or higher.