

# INTERNATIONAL CUSTOMER SUPPORT CENTRE

> NETWORK MONITORING, TICKET MANAGEMENT, DIFFERENT LEVELS OF SUPPORT

## > SUMMARY

**CLIENT:** Leading European provider of electronic invoicing

**CLIENT AIM:**

To respond to the demands of new international clients via an offshore centre enabling provision of 24/7 client support

**OFFICIENCE RESULTS:**

- Perfect adoption of client structures and tools
- Respecting client confidentiality and data protection
- High quality service responding to high demands
- Multi-lingual team of technicians



## > CLIENT CONTEXT

Our client is the European leader in tax dematerialisation. The company works with more than 3000 French and international companies of all sizes and from all sectors to optimise their billing and payment/recovery processes. In this sector, confidentiality and data security are key elements.

To satisfy the demands of their international clients, our client needed a support centre available 24/7, as they did not already have one. They looked to Asia for a solution so they are able to cover more time slots.

## > CLIENT CHALLENGE

Our client's operational challenges were linked to the expansion of their own client base:

- Covering new time slots and thereby providing a new 24/7 customer support centre
- Absorbing extra workload
- Responding to increasingly challenging demands from their clients

As they were not yet planning to open a support centre under their own name, the client looked for an offshore partner. For this crucial choice they investigated several options and chose Officiencia for several reasons, namely:

- Our international culture
- Our reliable and easy to manage teams
- Our security and confidentiality policies



*« After eight months, we are glad about having chosen to work with Officiencia. They fulfilled all their commitments, particularly the SLA. In 2012, b-process plans to broaden the scope of Officiencia's remit and therefore to increase the number of resources. »*

**Stéphane Jeanne, COO b-process - 25 November 2011.**

## > OFFICIENCE SOLUTION

### Project Scope

- Supervision of client IT Platform
- Implementation of 3 levels of support with escalation management
- IT Development

### Adopting the client's way of working

- Totally transparent recruitment process
- Training plan for the dedicated team
- 100% secure locked room thanks to the use of two cutting-edge technologies:
  - Biometric fingerprinting
  - VLAN solution – Virtual Local Area Network: virtual information network limited to a specific geographical area
- Adoption of client working procedures and tools

### Strong commitment to quality

- Respecting the high level of service demanded by the contract (Service Level Agreement):
  - 24/7 maintenance
  - Availability rate > 98%
  - Ticket resolution rate: 100% of tickets resolved in under 24 hours
- Online and telephone support for our client, we guarantee Quality of Service.

## > CLIENT BENEFITS

### Confidentiality

A secure room aimed to protect the end clients' ultra-confidential data. All Officiencia staff are subject to a specific confidentiality clause.

### Flexibility and competencies

After providing successful technical support (Monitoring and Ticketing), the team was able to expand their competencies to IT development and also double the volume in less than six months of work. Scalability of resources is a considerable advantage for our client.

### White label

Officiencia integrates itself with the client as a white label, taking on their culture and becoming its ambassador.

### Competitiveness

The delegation of some parts of support enables the client to make gains in reactivity without weighing down the organisation. Strengthened and expanded service provision makes the client more competitive.

### Open-mindedness

The dedicated Officiencia team is able to interact with other international teams.

*Officiencia is a State-Of-The-Art French provider of business performance services which has pioneered the outsourcing industry in Vietnam. We design, implement and manage tailor-made outsourcing solutions in utilizing adequate and efficient human resources for our clients.*

Find out more about us: [www.officiencia.com](http://www.officiencia.com)

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