

The Premier BPO logo is located in the top left corner. It consists of the word "PREMIER" in a bold, black, sans-serif font above the word "BPO" in a blue, sans-serif font. The "O" in "BPO" is replaced by a blue circular icon containing a white silhouette of a person's head in profile, facing right. The entire logo is set against a blue circular background with a white border.

PREMIER
BPO

A woman wearing a headset is shown in a call center setting. She is smiling and looking towards the camera. The background is a blurred office environment. The image is overlaid with a semi-transparent blue circle that contains the text.

Case Study

Help Desk Solutions for the IT Industry

The Challenge:

A leading CSP (Cloud Service Provider) of hosted solutions that include virtual desktops, servers, business applications and more to the financial, educational, insurance industries, was looking for a partner to help provide 24x7x365 customer and help desk support. The customer had invested heavily in their IT infrastructure to bring best in class solutions to their clients and they wanted to distinguish themselves from the competition.

The Solution:

Premier BPO adopted a consultative approach with the provider and reviewed their current cloud infrastructure and the underlying technologies. The work fell into three different phases:

- ✔ Review of current processes and state: Premier BPO conducted extensive research of the ongoing process. Through in-depth conversations with the customer, as well as interviews with end users and the product team, Premier BPO analyzed the feedback to assess the current pain points and challenges.
- ✔ Strategy Building: Based on this review, Premier BPO's team of cloud engineers designed and deployed a help desk ticketing solution that offered multiple touch points: web, email, and phone.
- ✔ Execution plan: Premier BPO assigned a team of technically qualified individuals to receive training on the clients specialized infrastructure and business processes. The training took 2-4 weeks, after which Premier BPO fielded a team of knowledgeable, efficient and courteous technical support staff who worked around the clock to support the cloud service providers clients.

The Impact:

As a result of Premier BPO's team, the solution provider was able to improve customer satisfaction scores, reduce operating costs, increased the scalability of their help desk and enabled the service provider's core team to focus on infrastructure improvements.

About Premier

Premier BPO is a leading provider of outsourced solutions and serves customers in diverse industry verticals at our three global call center locations. With over 140 years of collective leadership experience, we provide unique customized solutions that bring significant value to our mid-market and Fortune customers.

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Got Questions. Please contact for more information.