Global Scenario

The globalized economy makes market competition stronger and customers more demanding in all verticals.

To survive in this complex environment, companies will need to focus on efficiency and differentiation.

We know the back-office environment usually presents improvement opportunities and that 28% of a back-office worker’s time is considered unproductive.

With the integration of front and back-office processes, we have seen significant results in different areas, such as 25% more customers reporting they are very satisfied, 30% increase in loyalty and advocacy scores, and 25% productivity increases. These improvements enable companies to focus resources on their core businesses, such as developing new products and services to achieve differentiation.

As the global leader in providing the best customer experience, Teleperformance has a top-level portfolio of products to address market needs. From multichannel services, social media, and analytics solutions to BPO Non-interaction services, Teleperformance provides the best solutions.
BPO Non-Interaction Services

Well-structured customer care supports different products and services, and provides multichannel access. All the demands that remain unsolved in the front office must be handled by a back-office operation.

Teleperformance has a wide range of products to support this kind of demand. We understand that back-office services are a vital part of the customer experience lifecycle which only works efficiently when integrated with front office processes.

Back-office Case Management

We classify Back-office Case Management into three groups:

• **GENERAL CASES** - also known as customer relationship cases, when a customer gets in touch with a contact center to request a personal data change, contract change, or other task that cannot be solved by the front office and needs further handling.

• **CLAIMS MANAGEMENT** - claims related to financial reimbursements to customers. When the company owes money to a customer based on a pre-established policy.

• **PRODUCT AND SERVICE CASES** - cases related to product exchange or missing parts. Also, cases related to services that must be redone.

Solution Components

- **PEOPLE CARE**
  - specific profiles for all positions and continuous training investments

- **QUALITY**
  - continuous improvement of processes and performance

- **TECHNOLOGY**
  - best in class tools, including workflows, to support people

- **INTEGRATION**
  - cases handled on a single continuous platform from the front office through to the back-office

- **VERTICAL EXPERTISE**
  - dedicated teams of specialists promote the exchange of knowledge and experience to support key verticals

- **EFFICIENCY**
  - an operational model to optimize the number of necessary resources with the right profiles, all working together to achieve excellence

Our Experience

With **more than 170** BPO Non-interaction programs around the world, Teleperformance offers back-office products to all major industries, such as Financial, Communications, Energy and Utilities, Travel, Retail, Healthcare, Government, and Technology.

Outstanding Results

- **20%** cost reduction through technology enhancement for an Energy & Utility company in Europe

- Activation increased from **35%** to **65%** resulting from the integration between front and back-office services for a major Telecommunication Company in Greece

- **30%** cost reduction and **60%** case reduction due to process reengineering for an important energy company in Germany

- Demand segmentation and cross-training allowed a communication company in Brazil to increase its back-office productivity by **49%**.

Source: Genesys and Teleperformance Analysis