

Back-Office Services

Sitel is a world leader in customer contact management. We are known primarily by the millions of customer contacts we service everyday across the world. But did you also know that we process paperwork, provide data entry, retain records, provide fulfillment services, manage distribution supply chains and handle all forms of customer correspondence?

Sitel provides back-office services for major global companies and many single country clients across several industry sectors.

Solution Overview

Sitel offers tailored back office services in three key areas of customer and client support.

1. Transaction Processing
2. Account Administration
3. Domain Knowledge

Sitel manages labor intensive processes required to interface or complete transactions with customers and associates.

Results

As a turnkey provider, Sitel's transaction management products drive advantages unique to the outsourcing model:

- Ease of management
- Reduced risk
- Global presence
- Increase operational efficiency
- Improved integration between Front-Office and Back-Office
- Reduce errors
- Improved associate retention via career pathing
- Drive continuous process improvement
- Improved return on customer investment



Facts at a Glance

Solutions

- Application processing
- Information capture
- Data entry and correction accounts payable
- Correspondence
- Order and contract management
- Account validation
- Claims processing and adjudication
- Collections and aging
- Document conversion
- Service changes
- Engineering design
- Payment processing
- Exceptions management
- Compliance oversight
- E-mail management
- Case/supply chain process management
- Scanning and imaging
- Laser printing
- Post and dispatch
- Catalog support
- Continuity support