

# On-Site Management

If you are a company that is looking to leverage your existing infrastructure while seizing the benefits of outsourcing non-core contact center processes, Sitel has a proven business model to maximize your return. Our on-site mode delivers:

- Best-in-class operations
- A flexible business model
- A positive return on the client's invested capital

## Solution Overview

There are several situations in which a client may opt to jointly develop an On-Site Management Services relationship with Sitel. Some of the key business

drivers are:

- Existing facilities in a labor market that supports program requirements
- Existing management team and facilities in place; leveraging existing client assets
- Facility and infrastructure is a required owned asset of the client and/or require a dedicated facility
- Operations require a business culture uniquely dependent on routine client interaction
- Unique integration of the operation into other client business processes (e.g., multiple products, fulfillment requirements, escalation processes, work functions, etc.)
- Anticipated, routine changes to business practices as processes mature
- The need for best-in-class, flexible operating model

Our On-Site Management model provides a unique partnership approach in which Sitel and our client are aligned with each other in each functional area of the business. While the overall guidance of the solution remains an integral element of the client's business, Sitel assumes the operational delivery elements of the business model.

## Results

Sitel has established a number of long-term client relationships including:

- A large scale concierge service provider where Sitel has managed 450 workstations where provides most of the physical assets including the facility, systems, and connectivity - client since 2000
- A large automotive manufacturer where manages over 300,000 contacts per day for in several client owned facilities - client since 1998
- A software storage provider where Sitel provides B2B lead generation, sales and customer service in seven languages from the client's Pan-European headquarters - client since 1997



## Facts at a Glance

### Solutions

- Operational Management
- Delivery of KPIs/reporting
- HR Hiring/Staffing
- Training Instruction
- Quality Monitoring
- HR Administration
- Workforce Management
- Knowledge Management
- Process Definition
- HR Profiles
- Policies and Procedures
- Quality Evaluation
- Business Planning
- Security Protocols
- Data Analytics