

Solutions for Internet-based Business

Fast growing companies with high-demand, Internet-based customers require a support backbone that is ideally suited for contact center outsourcing. In particular, emerging Internet-based businesses require flexible, scalable, high-performance customer support solutions. Whether you are a business new to the global Internet market or a company currently on the ISP world stage, Sitel's contact center solutions for Internet-based businesses are designed to meet your needs. With over two million customer contacts each day, our experience, global scale and customer-focused attitude create winning results.

Solution Overview

Sitel's business model allows companies in the Internet marketplace to align its business requirements with a tailored support infrastructure. As a world leader in providing outsourced, multi-channel contact centers, Sitel's Internet services support practice has unique expertise designed to:

- Align investments with customer growth projections
- Reduce risk
- Allow for a global market support strategy
- Integrate a global, world-class, on-demand technical support structure

Results

Rapid Growth

Sitel provides service to consumers and small businesses for this relatively new, fast growing company in the emerging VoIP marketplace. Sitel has partnered with this client to provide customer service and technical support, as well as a sales engine that will continue to drive rapid growth.

Flexible Scalability

This Company launched a new product of Wi-Fi in-flight service in the sky. The model required a highly flexible partner to grow with them as they developed their product offering. Sitel has grown from a small support team to a support model (doubling every six months) that supports several languages and markets.

Offshore Leverage

Sitel provides service to this renowned and award-winning ISP Company from our Customer Contact Centers in India and the Philippines. Sitel has served this client successfully since the program inception in 2003. Sitel provides a full range of customer service functions.



Facts at a Glance

Solutions

- Client enrollment and subscription management
- New account set-up
- Billing inquiries
- Technical help-desk
- E-mail and chat support