

Transaction Processing Solutions

Equipped with the most sought-after item- and document-processing technologies, Sitel delivers flexible and efficient solutions for our clients who value service excellence. Approximately 41% of our client base trusts us to process reply cards, warranty cards, checks and rebate requests. Among those businesses are:

- A billion-dollar ISP
- One of the 10 largest commercial bank holding companies in the U.S.
- A \$17 billion consumer products company
- An international continuity marketer offering coffee, tea and gifts
- One of Canada's largest utility companies
- Financial services division of a leading automobile manufacturer

Solution Overview

- On-site generation of consumer correspondence, checks, personalized coupons and process coupons
- Refund processing
- Data scanning
- Integration with order management and fulfillment programs for single source customer experience management
- Integration with online, e-mail, IVR and live-agent customer support
- Imaging and scanning for improved speed and accuracy

Results

Cost Reduction:

- \$1 million annual savings achieved through marketing strategies and customer service methodologies
- Over \$1 million saved as a result of process improvement affecting more than two million surveys

Increased Customer Satisfaction:

- 5.8% out-performance of accuracy target over six months
- Consistent 5% out-performance of quality target over six months
- 25% increase in satisfaction among rebate customers achieved through accelerated response time
- 11-year history of high customer satisfaction



Facts at a Glance

Solutions

- Mail opening
- Item processing via fax
- Imaging and scanning
- Data entry
- Marketing communication
- distribution
- Database storage
- Post and dispatch
- Literature fulfillment
- Laser printing
- Payment processing
- Customer correspondence

Markets Served

- Automotive
- Financial Services
- ISPs
- Utility
- Insurance
- Media & Entertainment
- Telecommunications
- Retail & Consumer Products