

Sitel Technical Support

**Experience Technical Support
as it should be.
A service, not a transaction.**

Customized Support Solutions.

The Sitel difference

Sitel Technical Support is a proactive, industry-leading support hub that provides clients with customized technical solutions and smart capabilities. Our unique support delivery model – Tech Support as a Service, or TSaaS – is unmatched in the BPO industry. Its value-added services and innovations go beyond the contract and have three main goals:

1. Strategic Approach
2. Insight to Improve Business Performance
3. Transforming the Customer Experience

Service and Solution Capabilities.

Technical Support as a Service [TSaaS]

Service Desk

- Single point of contact for IT requests/issues
- Reduce end user effort and handle times
- Increase productivity and satisfaction
- Reduce overall IT costs

Specialized Tech Support

- Applicable to B2C and B2B customers
- Increase customer loyalty and customer lifetime value (CLV)
- Resolution focused
- Improve customer satisfaction as a feedback loop into product/marketing

Paid Tech Support

- Monetize “out of scope/warranty” calls
- Introduce new revenue stream
- Multi-product/brand skilled agents

Key Processes Delivering Value.

Innovative TSaaS Model

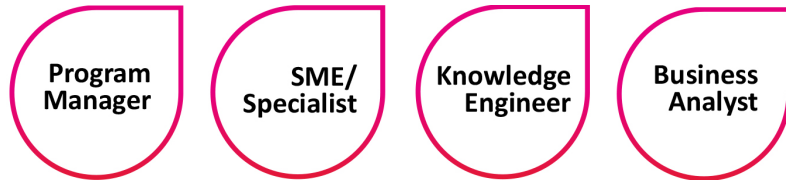
We partner with you to provide continuous improvement, enhancing the CX and maximizing customer lifetime value through a universal approach to IT Service Management (ITSM). Each of the four processes requires skills and methodologies to ensure that it delivers the desired results, and that it integrates properly into the ITSM framework.



Focused Resources.

Expertise Delivering Results

Trained specialists oversee Sitel Technical Support's TSaaS to provide continuous improvement and superior technical support; and drive results, cost savings and enhance customer experience. Aligning to your operating standards, we act as an extension of your team to deliver the following results:

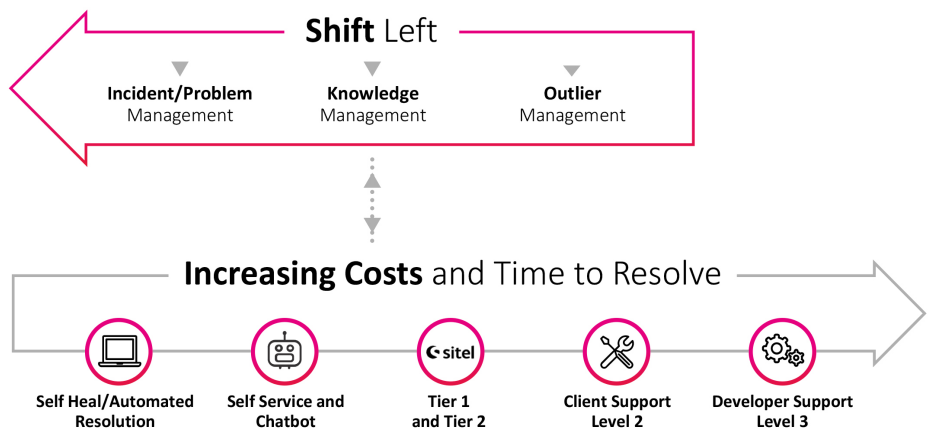


- Identification of issues and requests that can be resolved by our agents, allowing your team to focus on their work
- Shifting traditional voice contacts to lower-cost methods, like chatbots
- Collaboration with clients for incident avoidance and reduction during new rollouts and upgrades
- Updating processes/procedures where positive impacts for your customers are realized

Sitel Technical Support's DNA.

The Power of People, Process and Technology

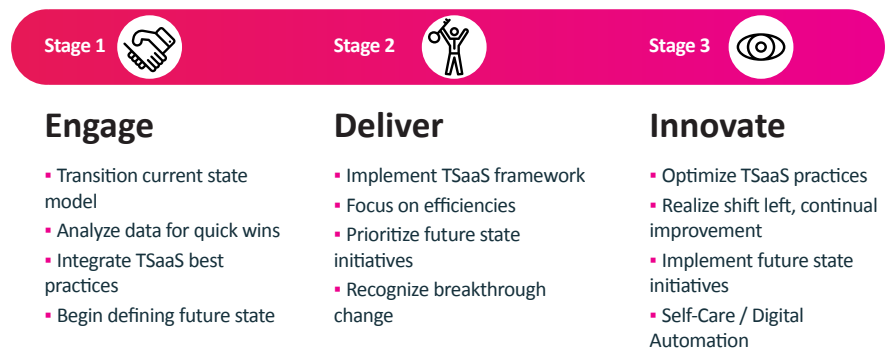
We identify opportunities to achieve the next lowest level of support, leading to decreased IT costs with high service quality.



Technical Support Journey.

The Roadmap to Success

We build a TSaaS model that works for your long-term strategy; partnering and consulting with you on the ideal roadmap for your business.



Tangible Results.

Our TSaaS model works for your long-term strategy to:

