

## CASE STUDY – EXPRESS DELIVERY

**Client:** Ukrainian's leading express delivery company  
2500+ depots all over Ukraine; 60+ million shipments per year.

**Period:** November 2015 – now.



### Customer issue:

Customer issue Courier Service Delivery doesn't operate well due to lot of calls. Lack of transparency and control over the delivery. Time pressure due to hot season coming.

### Our service provided

Team of 30 Operators, BPO & Tech Support Specialists who provide:

- Outbound calls around 100.000+, delivery traction and confirmation.
- Full integration with customer IT systems through API completed for better control and monitoring within very tough deadline.
- Integration of customer CRM with our Dialer implemented.
- Statistics implementation and quality control over the delivery & customer care standards.

### Results:

- ✓ Couriers performance has been increased by 43% while costs reduced.
- ✓ Quality control system is implemented.
- ✓ Customer successfully supported with their workload during hot season.