



**Enhancing
Operations** for a
Major Credit
Repair Company
in the USA

Client Overview

Our client, a prominent Credit Repair Company based in the USA, operates in the field of Credit Rehabilitation. With a strong presence in the credit industry, the company has been dedicated to assisting individuals in improving their credit profiles and scores. The project collaboration began in April 2021 and continues to date, focusing on enhancing their operational efficiency and providing valuable support to clients seeking to enhance their creditworthiness.

Situation Analysis/Background

A trained sales team was established in Johannesburg, South Africa, seamlessly integrating with our client's systems to execute sales across the USA. In August 2021, we inaugurated the first offshore Customer Services Centre for our client in South Africa, initially with 10 seats, which expanded to 30 seats by November 2021.

Key Challenges



Managing a growing sales base with expanding campaigns.



The need to reduce operational expenses while maintaining service quality.

Solution Provided



Outsourcing to South Africa for enhanced operational efficiency.



Migration of Customer Services to a South African contact center.



Development of an in-house Quality & Training Support team.

Results Achieved

- Significantly **reduced operational costs** (specific figures remain confidential).
- **Achieved 0% attrition** and **shrinkage**, enhancing workforce stability.
- Elevated quality scoring to an impressive **89.93%**.
- Successful management of **14,000 calls per month**.
- **Increased sales** with minimal operational intervention or investment.
- Based on the sales success, **launching a Customer Service support center** for the global footprint.



Contact us to discover how we can achieve similar results for your organisation:
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