Tech Mahindra

CUSTOMER SERVICES FOR A GLOBAL MAIL OPERATOR

CASE STUDY.

Connected World.
Connected Experiences.

CLIENT BACKGROUND & CHALLENGE

- Global Leader in Supply Chain Services with strong background in all lines of business within Logistics.
- Presence in 220 countries, 18,500 locations and network covering 120,000 destinations.
- Global Mail involves global time sensitive shipments in large volumes Resulting in enormous operational and communication efforts
- organizations around the world achieve substantial cost-savings through transformational sourcing of such communication efforts.

About The Engagement

- Tech M BSG services has been awarded a contract by the customer to operate customer service Help desk to support operation in 5 five countries along with EU countries.
- Engagement involves supporting Track and Trace, Rates and Payment queries from all customer categories.

Business Scenario

- Global Mail Operations Involves Services to Various Customer Groups demanding speed and reliability
- Expectation is to update status of shipments by capturing visibility from desperate systems
- The Requirement is to support global operations of multi-million turnover & enormously large volumes of shipments with Track & Trace and various other complex Information Service

TechM Solution

- Tech M is delivering a solution by operating a customer contact center based out of KL with Multi-lingual support to ensure 24X7 customer service in information retrieval
- Communication process standardization with diversified scenario handling for multi profile customer base and shipment types
- Handling of complaints and ad hoc requests with exception management techniques which are continuously contributing to knowledge base through feedback mechanism
- Connecting shippers and consignees on a global interaction platform with the help of social media

Value Delivered

- Speed and reliability ensured in information retrieval and exception handling.
- 24X7 Track & Trace assistance in 6 Asian languages and English for Europe.
- Dedicated support for SME groups.
- Best practices delivered in information and data handling by virtue of Tech M' 's strong IT background.

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