



# MAKING THE VOICE OF YOUR CUSTOMER WORK FOR YOU



# MAKING THE VOICE OF YOUR CUSTOMER WORK FOR YOU

## MEASURE. ACTION. RESULTS.

### COMPANY OVERVIEW

At KPI Connect we provide business intelligence and analysis to measure and improve the costs of service and customer value. KPI Connect is an extension of your business ... a true partner who shares your commitment to building customer loyalty. KPI Connect, *making the voice of your customer work for you!*

KPI Connect's philosophy "Collaborate, Communicate, Connect" is the cornerstone of our consultative approach to understand your business and strive to continually improve your programs by becoming an extension of your company. Developing a deep understanding of the needs of our client partner's business and delivering best in class results that surpass their expectations is our starting point. Continuously expanding that understanding to collaborate with our partners to uncover ways to create new layers of value through innovation produces results that are the ultimate means by which we form lasting relationships.

### CUSTOMER TESTIMONY



"As improvements in technology have given our customers multiple ways to communicate their experiences in our stores to us, KPI Connect has always acted quickly in taking the steps necessary to maintain a quick response program for our company. The agents at KPI Connect, most with lengthy tenure, know our business. This trust allows us to rely on them as we would on any of our other Teammates. In today's business world 17 year partnerships are not necessarily commonplace; this alone is testimonial to the value we have places on both the inbound and outbound services KPI Connect has provided our company through the years."

Jerry Lott  
Director, Consumer Affairs  
Government Relations & Quality Optimization  
Bridgestone Retail Operations, LLC

### YOUR TRUE PARTNER

Founded in 1994 as The Faneuil Group, KPI Connect is an award winning, unified Contact Center Provider with 100% on time, on budget, and in-scope track record for more than 17 continuous years.

- TWO GLOBAL CONTACT CENTERS
- ON-PREMISE AND REMOTE AGENTS
- BLENDED MULTI-CHANNEL SOLUTIONS
- 255 ACTIVE SEATS (EXPANDABLE)
- MULTI-LINGUAL CAPABILITIES IN ENGLISH, FRENCH AND SPANISH
- UNIFIED COMMUNICATION PLATFORM

### MULTI-CHANNEL SOLUTIONS



ALL INCORPORATED INTO A TOP-RATED  
TELECOMMUNICATIONS CORE BACKBONE



SUCCESSFULLY CONDUCTING AND  
MANAGING OVER 1 BILLION CONTACT  
CENTER ACTIVITIES

## AWARD WINNING

Demonstrating excellence is a way of life at KPI Connect for which the company and employees are the proud recipients of more than 12 awards from industry, trade, government, and other groups and associations that have validated it. These awards are in various key aspects of Contact Center success and demonstrate why KPI Connect has held a 17-year track record of being 100% on time, on budget and in scope.



CALL TODAY 877-828-5057

[www.kpiconnect.com](http://www.kpiconnect.com)

# YOUR KEY TO SUCCESSFUL BUSINESS... KPI CONNECT

## CUSTOMER RETENTION, GROWTH AND LOYALTY.

What if you had a Partner who understands that what drives your business is the voice of the customer; a Partner who acts as an extension of your business in every customer interaction while increasing their satisfaction with your product, your brand and your organization. That partner is here. KPI Connect is an extension of your business; a true partner who shares your commitment to building customer loyalty, retention and growth. KPI Connect, making the voice of your customer work for you!

**WE OFFER A COMPREHENSIVE TRAINED  
NETWORK OF PROFESSIONALS AT YOUR  
SERVICE ON CALL 24 HRS A DAY.**



### INCREASE CUSTOMER LOYALTY

Want to increase customer loyalty with first call resolution and streamline ordering? KPI Connect can help! KPI Connect will provide the proper tools to resolve customer issues on the first interaction. We will streamline your ordering, increase customer loyalty and decrease your overall costs of service.

KPI Connect's Business Services team will define the requirements to create a customized program for you including integration of value add business applications, creating a focused training program and optimizing your business processes on an on-going basis to enable a pain free implementation and management structure.

### BUSINESS INTELLIGENCE

At KPI Connect we provide business intelligence and analysis to measure and improve the costs of service and customer value. Our contact center development professionals work with your staff analyzing interactions, resolving issues and optimizing every interaction. We will ensure every agent's product knowledge by recommending training enhancements or our training experts can even develop a training program from scratch.

### SERVICE SPECIFICATIONS

#### RAPID RESPONSE

We are known for our rapid response to critical situations that require a swift ramp up within days and a track record of generating remarkable results.

#### CONSULTATIVE APPROACH

KPI Connect's commitment to your programs will be corporate wide with interaction at all levels of the company. We are "big enough, yet small enough" to provide flexibility and immediate action. This commitment is illustrated repeatedly by comments from our clients and the sincere ownership we take in their objectives. Our "Collaborate, Communicate, Connect" philosophy is a consultative approach to ensure that the uniqueness of your business and customers are met. It is the core of our nature.

#### TRAINING

We believe that an emphasis on continual training, coaching and mentoring is key to successfully supporting our client programs. We will learn your business and what is important to you and your customers. Our training programs address the needs of new-hire training, on-going training and development skills, program specific training and career development. KPI Connects learning solutions help our agents to develop and demonstrate their expertise by empowering our team to solve problems and find new opportunities for growth.

#### QUALITY CENTRIC – PERFORMANCE MINDED

Our purpose is "enriching contact quality" and we believe Quality is a holistic approach. We have consistently averaged 93-95% on our quality scores (against goals of 85-90%) across all client programs. All scoring is created with our clients to ensure the measurements are consistent with their expectations and include appropriate weighting. In addition, we leverage our state-of-the-art Quality Monitoring System and proprietary Performance Management Process to ensure quality, coupled with our Zero Tolerance Policy.



Measure. Action. Results.

**CALL TODAY 877-828-5057**

[www.kpiconnect.com](http://www.kpiconnect.com)



# COLLABORATE. COMMUNICATE. CONNECT.

## FULL FEATURED CONTACT CENTER

KPI Connect is a full-featured contact center providing a diverse array of multi-channel B2B and B2C solutions.

### INBOUND SERVICES

- CUSTOMER CARE
- RETENTION & LOYALTY
- SALES & CUSTOMER ACQUISITION
- UP-SELLING & CROSS-SELLING
- ORDER TAKING/ORDER PROCESSING
- INQUIRY HANDLING
- STORE/DEALER LOCATOR
- HELP DESK: LEVEL 1
- PRODUCT SUPPORT (Q&A'S, RECALLS)
- APPOINTMENT SETTING
- INSURANCE CLAIMS

### E-BUSINESS SERVICES

- E-MAIL MANAGEMENT
- CHAT
- SOCIAL MEDIA MANAGEMENT

### OUTBOUND SERVICES

- CUSTOMER SERVICE/FOLLOW-UP
- SALES AND RENEWALS
- UP-SELLING & CROSS-SELLING
- CUSTOMER SATISFACTION SURVEYS
- APPOINTMENT/SERVICE SCHEDULING
- LEAD QUALIFICATION/GENERATION
- EVENT MARKETING
- PRODUCT PROMOTION
- EVENT SCHEDULING
- MARKET RESEARCH

### SERVICE SPECIFICATIONS

#### SKILLED AGENTS

We are ready to provide talented, skilled and well-trained agents for your program. KPI Connect's principle is to ensure all new programs have the right mix of experience and new agents to create a balance of knowledge, enthusiasm and innovation.

#### TECHNOLOGY

Our approach is to partner with our clients and apply resources to integrate or develop solutions required to operate and enhance program effectiveness. Our technology platform enables unified visibility and reporting with full access to all systems across multiple sites and remote agents working from home. This allows us to offer ultimate flexibility to our clients for global expansion.

#### REPORTING AND ANALYTICS

You choose the method, delivery channels and level of detail from our robust Reporting & Analytics Portal that best match your needs and interest to aid you in deciphering the effectiveness, adjustments and results of your programs.

## CONTACT CENTER LOCATIONS

### CORPORATE OFFICE:

330-70 Arthur Street  
Winnipeg, Manitoba  
R3B 1G7

INFO@KPICONNECT.COM

### USA

Grand Forks, North Dakota

### CANADA

Winnipeg, Manitoba



Measure. Action. Results.

CALL TODAY 877-828-5057

www.kpiconnect.com