

Checklist for selecting a BPM Partner



Experience

- What kind of companies outsource to them?
- Do they have a multi industry experience ?
- Proven track record of scalable operations?
- Do they have ROI driven approach for clients?
- Do they take on operations for startups and Fortune 500 companies alike?
- Do they have Omni channel experience or focused towards specific channels only?



Operational Capabilities

- Do they have a strategic presence across the country?
- Are they able to serve in regional languages?
- Are they flexible basis demands of the business?
- Prior record of agility & pace in execution?
- Do they have BCP plans with seamless remote working capabilities?
- What integrated channels of communication are used for customer interactions?
- Proven performance record across different industry verticals?



Team & People Management

- Relevant industry specialists for process management
- What are their people management processes ?
- Do they give growth and learning for their people ?
- IRDAI, TTT & GB certified specialists



Customer Success

- What is their governance structure ?
- Do they have a structured programme for knowledge sharing with the client ?
- Do they provide valuable insights that allow you take data driven decisions?



Processes

- Do they have processes to handle scale & ramp-ups?
- How do they ensure the learning curve is shortened and processes are replicated ?
- How do they ensure data safety and security?
- Do they have defined operating procedures, transition methodology and supporting frameworks?



Tech Innovation

- What integrations do they use to ensure seamless operations?
- Do they have a WFH capability for contact center operations?
- Do they co-create solutions for specific business pain areas?
- What is their appetite to learn, unlearn and re-learn?

Customer Success Stories

FoodTech & Hyperlocal Unicorn

- **28%** increase in annual savings
- **19%** reduction in AHT
- **17%** reduction in TAT

India's largest used-automobile aggregator

- **20%** increase in Conversion Rate
- **16%** improvement in NPS score
- **17%** increase in footfall

India's fastest growing e-Sports platform

- **45%** reduction in AHT
- **5X** the original volume of customer queries
- **75%** reduction in escalations to client

Additional revenue for a Fortune 100 company

- **\$30 million** generated
- **200,000** customers acquired

CLIENTS

SAMSUNG



ICICI Bank

airtel Payments Bank



indiamart.com
Source > Supply > Grow



Delivering Smiles to global CX leaders



– Head of Customer Experience

We chose Maxicus on basis of their previous experience in e-commerce & tech prowess. Our journey has scaled the operations from 20 FTE's to 230 FTE's in less than a year with no hiccups. We've seen an improvement of 15% in C-SAT post them coming on-board. We're very happy with their work on technology & overall contact centre operations.



– Head of Customer Acquisition

Maxicus has been a key partner for over 2 years now, contributing to our growth as a top-notch BPM provider. With tremendous growth achieved over a short period, came severe growing pains. But Maxicus' deep-rooted knowledge and top of the class service offerings, took much of the pain out of the process. They sincerely put our interests first and emerged as one of the best business partners for us.