

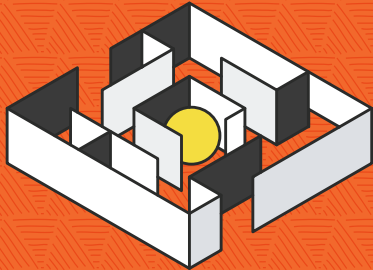
Case Study

Vervent's Partnership With **Smiles On Demand**



Vervent, a leader in loan and credit card servicing, sought to enhance its global operations by addressing a gap in their 24/7 administrative and back-office coverage. Their search focused on finding a partner that could offer not only extended time zone coverage but also help them address customer complaints, answer emails, and manage admin tasks all with native level English skills.

Challenge



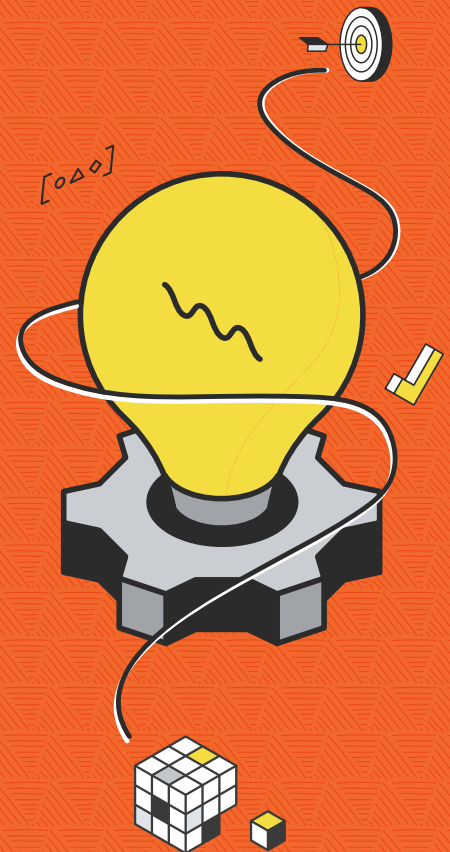
Vervent Had Several Requirements For Their Outsourcing Partner:

- ✓ Sought a seamless integration, custom protocols, and quick staffing deployment.
- ✓ Prioritized high standards and exceptional English speaking skills in these areas for their operations.
- ✓ Customized Solution including a dedicated space with their own IT and security protocols.

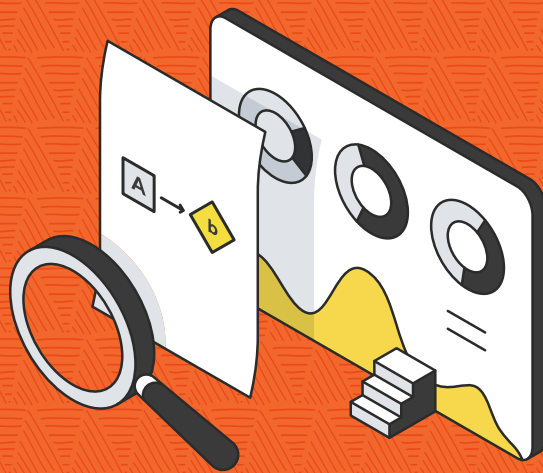
Solution: Innovatively, Smiles constructed high-grade modular office space for its workforce by repurposing end-of-life shipping containers, allowing Vervent to house its agents in secure, dedicated workspaces, separate from other clients. This environmentally friendly approach also helped meet infosec and compliance requirements in a cost-effective manner.

- ✓ **Native English Proficiency:** Smiles On Demand boasts a workforce of native English speakers, ensuring communication quality and service effectiveness on par with U.S.-based providers.
- ✓ **Rapid Response and Flexibility:** Smiles On Demand's quick response to inquiries and flexibility in meeting Vervent's specific requirements were crucial.
- ✓ **Customized Service Model:** Smiles created a specialized pod within their facility, tailored to Vervent's staffing, service and security needs.
- ✓ **Scalability and Efficiency:** The ability to rapidly expand staffing coverage based on Vervent's unique needs

Solution



Results



The Collaboration Between **Vervent** And **Smiles On Demand** Yielded Remarkable Outcomes For The Business.

- ✔ **Rapid Expansion and Acquisition:** Vervent's initial engagement quickly scaled from 20 to 48 and now 225 seats within a year, leading to Vervent acquiring Smiles On Demand.
- ✔ **High Performance and Quality:** Smiles On Demand consistently equaled or outperformed other service providers and Vervent's other operations centers in champion-challenger tests, demonstrating efficiency and quality in administrative tasks.
- ✔ **Cultural Alignment:** The Filipino culture's emphasis on professionalism and customer service as well as native English speaking skills meshed well with Vervent's service ethos.

Contact us Today! Solutions@Smilesbpo.com