

\$750K Saved

How a Translation Provider Cut Costs and Boosted CX

Facing rising service costs and quality inconsistency across three BPOs, a global language translation leader turned to Outsource Consultants (OC) for a more efficient model.

In just 18 months, we helped them reach 90% call quality, slashed extended handle times, and cut \$753K in costs—all while ensuring HIPAA compliance and multilingual support at scale.

**21%**

Savings

**52**

Seats

**1.5**Engagement
(Years)**\$432K**First Year
Cost Reduction**\$753K**Total
Savings

From Complexity to Clarity: Multilingual CX at Scale

This client—an industry leader in interpretation and language support—was managing 500 agents across multiple vendors. With growing demand and operational risk, they needed to consolidate performance, reduce waste, and improve customer experience across English, Mandarin, and Cantonese.

OC delivered a high-touch partner capable of launching 50 bilingual agents with clear KPIs around call quality, privacy, and first call resolution. By expanding the Head of Operations layer and tightening real-time performance management, we helped the client reach a 90% Quality Assurance benchmark and reduce ABA (Abandonment Rate) to just 1%.

Critically, these improvements weren't theoretical, they translated into faster connections, shorter calls, and better resolution, enabling the client to serve healthcare, government, and enterprise customers with precision and privacy.

OC's playbook: staff smart, monitor tightly, and optimize with purpose.

90%
call quality
achieved

1%
abandonment
rate; helped drive
\$432K in first-
year savings