

45% Cost Cut While Scaling Global Customer Support

A fast-growing fitness technology brand partnered with Outsource Consultants to identify and launch a multilingual outsourced BPO solution capable of supporting rapid growth. The engagement reduced operating costs by 45% while surpassing customer effort and quality goals within the first 90 days.



45%

Savings



65

Seats



3

Engagement
(Years)



\$2.8M

First Year
Cost Reduction



\$8.3M

Total
Savings

Scaling Multilingual Support Without Sacrificing Quality

A rapidly growing fitness technology company needed to expand customer care capacity ahead of rising support volumes and a new product launch. Outsource Consultants led a blind RFP process across 12 outsourced BPO providers, identifying a nearshore multilingual partner aligned to the client's growth goals, quality standards, and 24/7 support requirements.

Within **90 days**, the program achieved **Customer Effort Scores above 75%**, **Quality Assurance scores above 90%**, and **reduced operating costs by 45%** while supporting voice, email, and chat interactions across multiple languages.

45%

Customer
Support Cost
Reduction

90%+

Quality
Assurance
Scores

We **Demolish**
CX Roadblocks

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