



## StarTek Solution: Complex Order Management and Provisioning

StarTek has over 20 years of experience providing order management and provisioning fulfillment back-office functions, from order receipt to completion. Order specialists within the call center receive the request, place the order, project manage all provisioning phases, provide frequent status updates, and ensure billing activation. They manage the customer relationship and serve as the single point of contact for large- and small-business accounts. StarTek delivers superior performance by measuring all touch points and continuously working with our clients to find ways to improve results and the customer experience. Whether for business customers or consumers in the telecommunications space, we enable service activation, changes, or removal for voice and data network circuits. StarTek compresses cycle times by improving accuracy and productivity and reducing unbilled usage minutes. We are able to manage all provisioning phases and critical due dates while coordinating customer readiness and turn-up of services to ensure a satisfying customer experience.

### StarTek Difference

**Delivery Optimization:** StarTek is a company dedicated to serving our clients and their customers. This culture, combined with our over 20 years of experience, provides the foundation for our clients' success. We are flexible and design solutions around our clients' goals, with the result that StarTek delivers superior results. Just ask our clients.

**Human Synergy:** StarTek's Human Synergy model targets the right agent profiles during recruiting, screens candidates with realistic job previews and "best fit" analysis, delivers our solid sales training methodology to both agents and their managers, and ensures delivery optimization through our advanced performance management tools and approach. Finally, we provide an environment for career advancement that improves morale and tenure.

**Value-Added Technology:** StarTek's VoIP-enabled infrastructure provides flexible and seamless delivery while our business intelligence platform provides superior reporting and analytics capabilities.

### StarTek Value

- Increase accuracy and reduce fall out
- Improve cycle times
- Increase speed to revenue
- Improve customer satisfaction to increase retention
- Reduce cost per order

### StarTek Choice

StarTek offers our clients a variety of multi-channel customer interaction capabilities including voice, chat, e-mail, and back-office support. In addition, we offer several delivery options located in the Philippines, Canada, and the United States, which includes our hub-and-spoke delivery platform, StarTek@Home agents.

### Case Study

**Challenge:** A client wanted to improve its order management and provisioning quality while reducing cycle times.

**The Solution:** StarTek managed all aspects related to the provisioning of voice and data networks, including new service, transfer of service, and removal of service together with equipment ordering and procurement.

**The Result:** StarTek consistently outperformed other vendors on key metrics and reduced cycle time from 90 to 40 days.

### Client Testimonial

*"Best level of support ever received ..."*

*Vice President of Operations  
Global Communications Company*