



Boilerplate

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About KM² Solutions

KM² Solutions (KM2 Solutions) is an award-winning BPO with over two decades of experience operating an exclusively nearshore strategy throughout the Caribbean and Latin America. KM² provides outsourced inbound and outbound customer service and contact services for voice, chat, email, and mobile to clients in financial services, multi-unit healthcare, insurance services, travel & hospitality, eCommerce, technology & telecommunications, home services, and other sectors. The company provides clients with a host of solutions, including customer care, first-party collections, telesales & retention, claims management & processing, appointment setting & schedule management, loan origination & verifications, back-office processing, and technical support. KM²Solutions maintains PCI DSS compliance, completes an annual SOC 2 audit, and has a Compliance Management System that aligns with the FDIC requirements.