



CORE SERVICES

- Customer Acquisition
- Verifications
- Originations
- Loan Processing
- Customer Care
- Receivables Management
- Technical Support



Why 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. The company provides clients with a host of outsourcing solutions, including customer care, receivables management, technical support, sales & marketing, data analytics, and back-office processing. KM² Solutions maintains PCI DSS compliance, completes an annual SOC 2 audit, and has a Compliance Management System that aligns with the FDIC.

INDUSTRY EXPERIENCE: AUTO FINANCE

KM² Solutions offers a full suite of services catered to the Auto Finance Industry that help clients dramatically improve all points along the customer lending cycle. Our toolkit allows clients to outsource key functions across their entire portfolio. This drives value to their bottom line while ensuring accuracy, security, and best-in-class experiences for the customer. This solution is relied upon by some of the largest Auto Finance lenders in the industry.

Auto Finance Features:

- We manage every touchpoint across the customer lifecycle, including Loan Verification, Processing, Customer Care, and Accounts Receivable Management.
- When all these processes are managed by a trusted partner, clients' time can be better spent focusing on their core business.
- KM²'s pricing is over 50% lower than the typical domestic contact center cost.
- We consistently outperform in all key metrics across the board, ensuring customer satisfaction.
- Our proven acquisition strategies and data-driven retention models maximize potential revenue opportunities at every interaction.
- Our flexible technology platform allows seamless integration with any client system.
- All of our contact center locations are in regions with extensive service sectors, which allows for multilingual, high-quality collections practices, even when curing highly delinquent accounts.

