KM² Solutions

CORE SERVICES

- On-Peak/Off-Peak Support
- Flexible Staff Scheduling
- Rapid Scale-Up/Scale-Down Capability
- 24/7/365 Customer Care
- Receivable Management, Billing, Collections
- Self-Service Capabilities
- Omnichannel Routing
- 12 Nearshore Locations
- Bilingual/Multilingual Support

Omni-Channel

Why KM² Solutions?

INDUSTRY EXPERIENCE:
ENERGY & UTILITIES

KM² Solutions delivers reliable, scalable outsourcing services for the Energy and utilities sector. These services help drive operational efficiency while reducing costs and enhancing customer service for our clients and their customers.

KM² has over 20 years of experience providing award-winning contact center and back-office services such as customer care, billing, collections, reporting, retention, sales, and support for Fortune 500 companies.

KM² can help energy and utility providers optimize efficiencies while meeting all regulatory requirements through cutting-edge PCI-compliant technology and exceptional human resource capabilities.

KM² Solutions Provides:

Top Technology:
We leverage key technologies such as Self-Service, Automation Technologies, and Artificial Intelligence (AI) to streamline business processes, drive better performance, and improve the overall customer experience.

Bilingual Support:
With over 12% of the U.S. population speaking Spanish at home, and that number growing, KM² specializes in high-level Bilingual Support and can meet this increasing demand across its full range of products and services.

Security & Compliance:
As a trusted partner, KM² Solutions adheres to strict regulatory compliance protocols to ensure our outsourcing services for energy companies are always protected.

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.

For more information, please contact the Sales Team:

(262) 385-0955
salesteam@km2solutions.com