



CORE SERVICES

- Accounts Receivable Management
- Customer Acquisition
- Customer Sales
- Customer Care
- Customer Retention
- Product Support
- Third Party Verification
- Payment Services
- Appointment Setting
- Back Office



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: FINANCIAL SERVICES

KM² Solutions diligently works with its partners to provide cost-effective, custom-tailored solutions, maximizing efforts to achieve desirable results. We help our clients acquire new customers, optimize the way they support existing customers, and prevent their customers from slipping into delinquency. Our financial services include everything from telesales, loan origination, retention, care, and support through first-party collections and recovery.

KM² offers clients a full suite of solutions with end-to-end care and support. We handle everything with the quality and dedication you would expect from an award-winning industry leader.

We deliver high-quality, multilingual services from best-in-class locations at half the cost of a US-based provider. We outperform in all key metrics, including First-call Resolution, Customer Retention Rates, Agent Response Time, and Agent Efficiency.

