KM² Solutions

CORE SERVICES

- Customer Care
- Sales
- Appointment Scheduling & Reminders
- Repair Triage
- Technical Support
- Help Desk and General Inquiries
- Emergency Service
- Warranty Sales & Support
- Repair & Replacement
- Claims Management

INDUSTRY EXPERIENCE:
HOME SERVICES

KM² Solutions has expertise in outsourcing for Home Services companies and supports some of the leading U.S. home services brands. Our flexible solutions can meet the need for seasonal ramps, and our omnichannel delivery means we can reach your customers at any touchpoint of their choosing. KM² addresses the challenges facing the home services industry at less cost and with better performance.

Common Challenges:

- Building brand loyalty
- Timely follow-through on administrative functions
- Omnichannel delivery for communicating with prospects and customers - Voice, Live Chat, Email, Social Media
- Knowledgeable agents with superior communication skills
- Capacity and scalability to ramp up staff during peak hours/seasons.
- Scheduling follow-up to reduce late or missed appointments.

KM² Solutions leverages top technology to streamline business processes, drive better performance, and improve the overall customer experience. We offer Bilingual Support and adhere to strict regulatory compliance protocols to ensure our outsourcing services and clients are always protected.

Services Supported:

Home Security	Pest Control
Home Automation, IOT	Landscaping
HVAC, Electrical & Plumbing	Windows
Cleaning Services	Flooring
Salon & Beauty Services	Painting & Decorating
Moving & Storage	Shades & Blinds
Major Appliances	Roofing

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.

For more information, please contact the Sales Team:

(262) 385-0955
salesteam@km2solutions.com