



## CORE SERVICES

- Customer Support
  - Lead Qualification and Management
  - Appointment Setting and Calendar Management
- Property Management
  - Tenant and Resident Support
  - Assistance
  - After-Sales Support
  - Multilingual Support
  - Concierge Services
- Marketing and Sales Support
  - Survey and Feedback Collection



## 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: REAL ESTATE

KM² Solutions offers a comprehensive suite of services tailored specifically for Real Estate companies. These services cover all aspects of client interaction, from support to management, ensuring a seamless and efficient customer experience.

## CORE SERVICES INCLUDE:



### Customer Support

KM² handles inquiries about property listings, availability, pricing, and more. KM² can assist with lead qualification, managing the sales funnel, and setting up appointments for property viewings, open houses, and other meetings, ensuring seamless scheduling and communication between clients and agents.



### Property Management

KM² handles tenant and resident support, including addressing queries, processing maintenance requests, and coordinating services. After-sales support can assist with ongoing needs such as document processing and lease management. Additionally, multilingual support capabilities allow companies to cater to a diverse clientele.



### Marketing & Sales Support

KM² contributes to marketing and sales by supporting email campaigns, conducting follow-ups, and collecting valuable data and feedback through electronic surveys.

By partnering with KM² Solutions, Real Estate companies can concentrate on their core business activities, knowing that their clients receive responsive and comprehensive support. This strategic outsourcing allows you to maximize your resources and focus on what you do best.

