KM² Solutions

CORE SERVICES

- Inbound/Outbound
- Customer Care
- Technical Support
- Service-to-Sales
- Sales
- Cross-Sell/Up-Sell
- Product Lines & Bundles
- Retention Desk
- Accounts Receivable
- Billing

Omni-Channel

INDUSTRY EXPERIENCE:
TELECOM

KM² Solutions has deep industry experience in outsourcing for Telecom, Wireless, and broadband providers. We offer skilled human resources and harness cutting-edge technology to improve productivity and profitability while delivering an exceptional customer experience.

Our highly trained, well-educated, bilingual agents are skilled at Customer Care, Sales, Support, and Back-Office services and possess a strong affinity for Tech and North American user habits. We align with your company's culture and provide customized solutions to meet your needs.

KM² Advantages for Telecoms:

- Innovative tools, products, and services
- Excellent risk mitigation and business continuity
- Flexible scheduling, rapid scalability, and workforce optimization
- Best-in-class technology and robust network infrastructure
- Colocation facilities in Miami, Florida, and Columbus, Ohio
- Full bilingual support

With 12 state-of-the-art contact centers in 6 nearshore countries, KM² offers telecom companies the desired flexibility and scalability while maximizing redundancy and business continuity in a fully regulated environment.

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:

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