KM² Solutions

CORE SERVICES

- Customer Acquisition
- Customer Retention
- Customer Attrition
- Sales and Marketing
- Reservations
- Loyalty Management
- Guest Profiling and Segmentation
- Cross-Selling
- Upselling
- Financial Analytics and Reporting

INDUSTRY EXPERIENCE:
TRAVEL & HOSPITALITY

KM² Solutions is an industry leader in helping travel, leisure, and logistics firms achieve operational efficiency and best-in-class customer service. Through operational expertise and key technologies, our tailored suite of outsourcing solutions can complement any hospitality operation and ensure long-lasting customer experiences. We aim to ensure client success by building strong customer loyalty and engagement programs while enhancing the customer experience.

- Operate in locations with strong travel & hospitality sectors and agents with deep industry experience.
- Operational efficiency and an increase in customer satisfaction and loyalty.
- Cost-effective, high-quality Travel & Hospitality services delivered from best-in-class multilingual locations.
- Dealing with a Mix of Users – Frequent Business Travelers and the Infrequent Traveler. Flexibility to handle differing needs.
- We outperform in all key metrics, including First-call Resolution, Customer Retention Rates, Agent Response Time, and Agent Efficiency.

GUEST RELATIONS

- Maximize utilization
- Position properties
- Marketing support
- Best practices

- Maximize share
- of wallet
- Upselling, cross-selling add-on services,
- excursion enhancements

- Listings management
- Cancellations
- Fee changes
- Disagreements

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