KM² Solutions

Business Catalog

We deliver a suite of outsourcing solutions to complement any business operation.

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Our Services

KM² Solutions

KM² Solutions

CORE SERVICES

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

ACCOUNTS RECEIVABLE & COLLECTIONS

KM² Solutions provides high-quality, cost-effective receivables management services. We help clients acquire new customers, support existing customers, and help prevent accounts from slipping into delinquency.

- We support top Fortune 500 companies in industries such as Financial Services, Technology, Retail/eCommerce, Utilities & Energy, Communications & Media, Cable & Wireless, Travel & Hospitality, Healthcare, Consumer Packaged Goods, and Automotive.

- We support customers of all credit rankings, from high-quality to subprime.

- KM²'s pricing is up to 50% lower than the typical domestic contact center cost.

- We outperform in all key receivables management metrics, including Right Party Contact, Promises to Pay, Kept Rate, Dollars Collected, Average Handle Time, and Calls per Day.

- All our contact center locations are in regions with extensive service sectors, which allows for multilingual, high-quality collections practices, even when curing highly delinquent accounts.

- KM² Locations:

  - Barbados
  - Colombia
  - Dominican Republic
  - Grenada
  - Honduras
  - Saint Lucia

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

KM² Solutions

CORE SERVICES

- Data Entry
- Data Mining & Analytics
- Order Processing
- Document Verification
- Document Digitization
- Document Management
- Audio and Video Transcription
- Photo Retouching
- Translation Services
- Web Research
- Content Moderation
- Billing and Invoicing

Omni-Channel

BACK-OFFICE PROCESSING

At KM² Solutions, our agents are highly trained to perform all back-office functions. We provide everything from transcription services and data entry to application processing and document management. Also, with our extensive experience working for credit providers and related industries, KM²'s verification services are of the highest standard.

- We support top Fortune 500 companies in industries such as Financial Services, Technology, Retail/E-Commerce, Utilities and energy, Communications and media, Cable and wireless, Travel and hospitality, Healthcare, Consumer Packaged Goods, and Automotive.

- KM²'s pricing is up to 50% lower than the typical domestic call center agent cost.

- We outperform in all key back-office metrics, including Case Completion Rate, Error Rate, Case Quality Score, and Average Handle Time.

- All our contact center locations are in regions with high multilingual literacy rates; therefore, we can provide back-office functions with the utmost attention to detail.

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KEY ADVANTAGES

- Personalised Service
- Enhance CX
- Lower Abandon Rate
- Minimize Attrition
- Reduce Handle Time
- Improve Conversion
- Retain Existing Customers
- Increase Brand Loyalty
- Cost Savings

Omni-Channel

BILINGUAL SUPPORT & TRANSLATION SERVICES

KM² Solutions specializes in high-level Bilingual Support. With over 14% of the U.S. population speaking Spanish at home, and that number growing, KM² can meet this increasing demand for bilingual support across its full range of products and services.

All of our bilingual agents, whether in Customer Care, Collections, or Sales, are equally proficient in English and Spanish, allowing customers to interact at a higher level than other nearshore alternatives.

Active Translation Services

KM² Solutions also provides Active Translation Services. Our Bilingual (English/Spanish) Agents can be 100% trained on a client's products and services, allowing them to perform real-time, in-call translation for customer/client calls. This service can reduce handle time for bilingual transactions by over 66% on average.

Customer   KM² Bilingual Agent   Client

Most of our bilingual employees come from Immersion School systems, which means they speak English in schools from an early age. Not only are they bilingual, but their English proficiency and communication skills are of the highest caliber. Translation services are just one of many tailored services KM² provides to our clients. We can offer customized solutions to meet any client's needs.

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CORE SERVICES

- Customer Service
- Customer Retention
- Customer Acquisition
- Sales and Upsells
- Account Management
- Welcome Calls
- Claims/Loan Processing
- Reservation Management
- Scheduling
- Technical Support
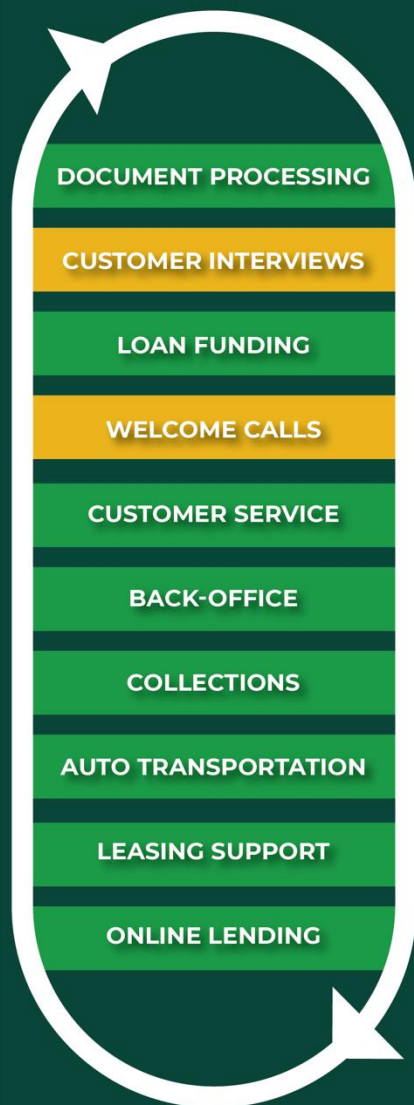- Live Chat
- Email Support

CUSTOMER CARE

KM² Solutions provides customer care and relationship management services to clients of all types. In doing so, KM² helps companies improve customer satisfaction while reducing costs and increasing revenue.

- We support top Fortune 500 companies in industries such as Financial Services, Technology, Retail/E-Commerce, Utilities and energy, Communications and media, Cable and wireless, Travel and hospitality, Healthcare, Consumer Packaged Goods, and Automotive.

- KM²'s pricing is up to 50% lower than the typical domestic contact center cost.

- We outperform in all key customer service metrics, including First-Contact Resolution, Average Handle Time, Service Level, and C-SAT (Customer Satisfaction Score).

- All our contact center locations are in regions with extensive service sectors, providing multilingual agents who are not only professional but highly skilled in quality customer care and support.

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AUTO FINANCE LIFECYCLE

- DOCUMENT PROCESSING
- CUSTOMER INTERVIEWS
- LOAN FUNDING
- WELCOME CALLS
- CUSTOMER SERVICE
- BACK-OFFICE
- COLLECTIONS
- AUTO TRANSPORTATION
- LEASING SUPPORT
- ONLINE LENDING

CUSTOMER INTERVIEWS & WELCOME CALLS

KM² Solutions supports the entire Auto Finance Lifecycle in an omnichannel environment. Two of the key customer interactions that occur are Customer Interviews and Welcome Calls.

Typically, the Prefunding Customer Interview ("CI" or PFCI"), occurs during the pre-funding/originations phase and under the lender's Loan Originations group, which typically handles all functions prior to and including the approval of the loan.

Welcome Calls are typically a function of Loan Servicing and are handled by Customer Service agents within that group once the loan has been funded.

These initial types of contact include:

CUSTOMER INTERVIEWS

- Potential customers may be asked to validate:
    - Best contact information
    - Vehicle Information / Details (Make/Model, Year, Options, etc.)
    - Payment Information (Sale Price, Down Payment, etc.)
    - Employment / Income Information
- An agent can instruct potential borrowers to follow up on any discrepancies found with information in an application.

WELCOME CALLS

- Congratulate the Customer on New Vehicle Purchase
- Verify Customer Information
- Verify Payment Terms
- Verify Insurance
- Verify Payment Due Dates
- Educate the Customer on how to make the first payment
- Provide various contact channels for future customer needs

Calls are typically outbound. Agents may handle inbound on a call-back basis.

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KEY METRICS

- **Calls Per Hour**
- **Average Handle Time (AHT)**
- **Queue Cleared**
- **QA %**
- Service Level %
- Adherence %
- Productivity %
- Abandon Rate
- Wrap Time

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Loan Originations

Prefunding/Originations Functions

- Document Processing
- Verification of Employment
- Income Verification
- **Prefunding Customer Interview ("CI" or "PFCI")**
- Loan Funding

Loan Servicing

Customer Service Functions

- **Welcome Calls**
- General Customer Service
- Title Management/Support
- Extensions Processing
- Credit Bureau Dispute Processing
- Loan Admin/Back Office Support
- Total Loss Claims Processing

Collections Functions

- Early Stage (Typically <30 DPD)
- Mid-Stage (30-60)
- Late–Stage (60-90+)
- Reinstatements - Loss Mitigation

Customer and Client Benefits:

- Builds brand awareness/loyalty and creates a connection between lender and borrower: This call is typically a customer's first touch point with the lender.
- Opens line of communication with Customer and Client: Assures lender has accurate and up-to-date customer contact information and highlights available channels of communication available to the borrower.
- Protects Customer's and Lender's Investment: Validates the vehicle being funded (on paper) matches the actual vehicle being delivered.
- Reduces the possibility of delinquency: Explains/sets up payment options, including auto-pay, and re-confirms payment details for the customer.

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CORE SERVICES

- Technical Support
- Customer Inquiries
- Product Support
- Software Application Support
- Account & Billing Support
- Issue Resolution
- Access Management
- Remote Support
- Escalation Handling
- Feedback Collection

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HELP DESK SUPPORT

KM² Solutions offers assistance and support services for end users who may experience issues or require help with products, services, or systems. From answering queries, troubleshooting technical problems, assisting with software or hardware issues, offering guidance on product usage, and more.

Key components of help desk support can include:

- **Technical Support:** Providing solutions to technical problems related to software, hardware, or other IT-related issues.

- **Customer Service:** Addressing customer inquiries and concerns, offering information and assistance to improve customer satisfaction.

- **Omnichannel Support:** Deliver support across all channels, such as phone, email, live chat, and social media, to ensure accessibility and convenience for users.

- **Specialized Knowledge:** Deploy teams with specialized knowledge and skills tailored to the products or services they support, ensuring high-quality service.

- **Scalability:** Help desk services can be scaled up or down based on the client's demand, providing flexibility and efficiency in managing support needs.

KM² Solutions' help desk support allows clients to focus on their core operations while ensuring their customers receive professional and timely assistance. Additionally, it can enable businesses to leverage the expertise and technology of specialized service agents to enhance the overall customer experience.

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HELPDESK METRICS

- New Ticket Volume
- Volume by Channel
- Support Tickets Solved
- Response Time
- Wait Time
- Resolution Time
- Backlog
- Predicted Backlog
- Ticket Distribution

IT & TECHNICAL SUPPORT

KM² Solutions provides a suite of services for outsourced IT & Helpdesk support. From basic services such as route desk to fully integrated systems admin and field support, our highly trained specialists can complement internal and external client teams at every level.

We work closely with our clients to identify pain points and provide comprehensive solutions while excelling in all key metrics. We can integrate seamlessly within client-side operations to provide best-in-class technical support.

The 3 Levels of Support:

Level 1: Route Desk

- Order Taking – Create Ticket, Forward to Tech

Level 2: Service Desk

- Complete Tickets - Take call, remote in, fix basics.

Level 3: System Admin

- Full System Admin - Desktop Support, Field Support, Facilities Management & HR Issues

KM² Locations:

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- **Colombia**
- **Dominican Republic**
- **Grenada**
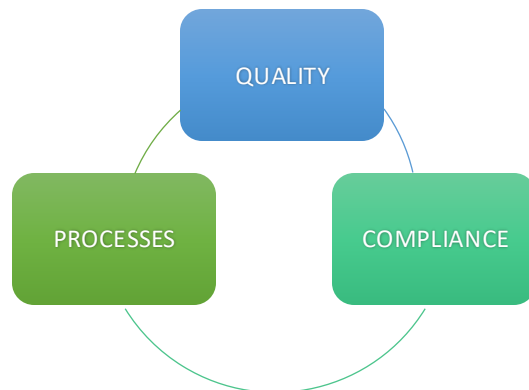- **Honduras**
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CORE SERVICES

- Call Monitoring
- Email Monitoring
- Chat Monitoring
- Text Monitoring
- Data Entry Monitoring
- Process Monitoring
- QA Monitoring
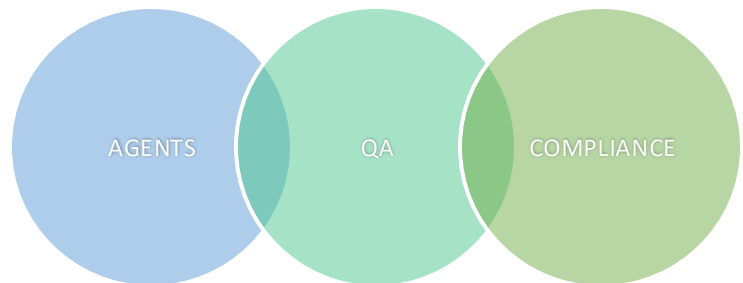- Compliance Monitoring

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PROCESS MONITORING

At KM² Solutions, we constantly monitor our internal teams' interactions and processes to ensure quality and compliance at every level. Our dedicated teams of skilled professionals are also available to clients as a resource to assist with their needs internally and externally.

We work closely with our clients to determine that their activities, resources, and behaviors are managed efficiently and effectively. From agent call monitoring to auditing for regulatory violations, we check all processes and generate actionable results.

The 3 Main Audit Areas:

- QUALITY
- PROCESSES
- COMPLIANCE

The 3 Main Audit Groups:

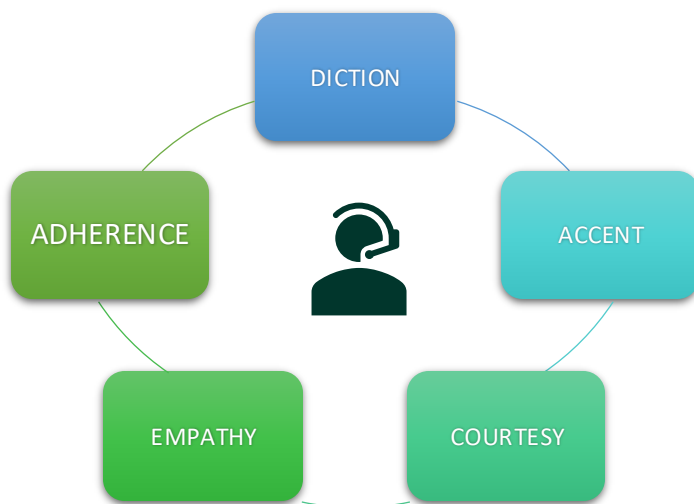- AGENTS
- QA
- COMPLIANCE

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CORE SERVICES

- CSAT Scores
- Net Promoter Score
- First Call Resolution
- Average Wait Time
- Average Handle Time
- Clarity and Tone
- Care and Understanding
- Procedure Adherence
- Compliance Adherence

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QUALITY MONITORING

As a premier nearshore outsourcing company, KM² Solutions' success is rooted in the quality and competency of all our customer contact representatives. To successfully achieve this, we have developed a stringent monitoring process to ensure quality at every interaction.

KM² Solutions is now extending this service to our clients internally and externally. Our team can lead the monitoring of quality audits throughout a client's organization. We can work independently or alongside a client's internal quality group to ensure that benchmarks are fairly set, assessments are calibrated, and analysis is objective. Leveraging an outside team for quality monitoring also helps uncover potential compliance issues that an internal group or a group monitoring only one team may miss.

The 5 Elements of Call Quality:

DICTION

ACCENT

ADHERENCE

COURTESY

EMPATHY

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CORE SERVICES

- Lead Generation
- Cross-Selling & Up-Selling
- Loyalty Management
- Appointment Scheduling
- Win-Back Programs
- Customer Surveys
- Customer Acquisition
- Customer Retention
- Outbound Sales
- Subscription Management
- Social Media Marketing

SALES & MARKETING

KM² Solutions has over 15 years of experience in supporting sales and marketing campaigns for global businesses. Our agents are highly trained in sales and negotiation techniques. We work closely with your brand to drive it forward and give you the freedom to focus on your core operations.

- We support top Fortune 500 companies in industries such as Financial Services, Technology, Retail/eCommerce, Utilities & Energy, Communications & Media, Cable & Wireless, Travel & Hospitality, Healthcare, Consumer Packaged Goods, and Automotive.

- KM²'s pricing is up to 50% lower than the typical domestic contact center cost.

- We outperform in all key sales and marketing metrics, including Pitches Set, Pitches Kept, Conversion Rate, Average Sales Price, Acquisition Cost, Customer Lifetime Value, and Average Handle Time.

- All our contact center locations are in regions with extensive service sectors, allowing for the highest quality, multilingual customer interactions.

KM² Locations:

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CORE SERVICES

- Asset Tracking
- Contract Verification
- Picture Verification
- Application Verification
- Address Verification
- Employment Verification
- Claims Processing
- Name/ID Verification
- Content Moderation
- Fraud Prevention

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VERIFICATION & AUTHENTICATION

KM² Solutions offers a suite of robust verification and authentication solutions as part of our back-office processes. Our highly skilled, highly trained agents harness state-of-the-art technology and custom software solutions to perform standardized processes to ensure the accuracy of information across a raft of customer interactions.

From asset tracking to visual verification, our staff and systems allow us to authenticate our client's customers' correspondence at every step to prevent fraud and seamlessly manage our client's interests.

Client Example 1:
A well-known finance company relies on KM² Solutions to manage its client's auto inventory. This requires a three-step verification process.

- Audit Function I/O – Confirm Asset Location
- Picture Verification – Visually Inspect Asset & Authenticate
- Payment Distribution – Issue Remunerations

Client Example 2:
A well-known auto finance company relies on KM² Solutions for its employment verification process:

- Verify Name/ID/Address Details
- Verify Employment History and References
- Submit to Client for Processing

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Our Technology

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INTERACTION ANALYTICS

NICE · CXone

KM² Solutions provides cutting-edge analytics solutions through our inContact platform. This industry-leading, artificial intelligence (AI)- powered tool identifies trends across all customer interactions in an omnichannel environment.

Using natural language processing, keywords, and tonality, each interaction can be monitored to assess what transpired, the outcomes, and the overall customer experience.

This data facilitates improvements in customer satisfaction by identifying training and education opportunities to improve operational efficiencies and detect potential risk and compliance issues.

Interaction Analytics Overview:

Improve Customer Experience

Target Operational Improvements

Detect Risk & Compliance Issues

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KEY ADVANTAGES

- Improve Call Quality
- Flag Risk & Compliance
- Monitor Sentiment
- Monitor Empathy
- Improve Brand Loyalty
- Measure Impact
- Customer Experience

DATA OUTPUTS

- Heat Maps
- Frequent Phrases
- Words in Cloud Map
- Sentiment Awareness
- Tonal Awareness
- Visual Representation

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KEY ADVANTAGES

✓ **33%** Turnover Reduction

✓ **29%** Performance Increase

✓ **61%** Time to Hire Reduction

✓ **41%** Quality of Hire Increase

TOOLS

- Sourcing
- Screening
- Assessments
- Automation
- AI
- Scheduling
- Interview
- Workflows
- Scorecards
- Communication
- Reporting & Analytics
- Integrations
- Offers

INTELLIGENT RECRUITING

Journeyfront

At KM², we know how important it is to scale rapidly across multiple sites at any given time. We aim to fill classes at a target rate of two weeks on client request. This means that we need to source many candidates at the highest level at all times. KM² Solutions utilizes JourneyFront, an Intelligent Hiring Suite designed to empower strategic talent acquisition. This data-driven hiring process optimizes speed and quality and delivers real results while reducing the time to hire, increasing the quality of hire, and reducing turnover.

Screening & Ranking

Screening and ranking tools streamline KM² Solutions' recruitment process, ensuring that only the most qualified candidates advance through each stage. By leveraging data-driven insights, these tools help identify applicants who best fit our culture and performance criteria, reducing the time spent on manual evaluations.

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ASSESSMENT TYPES

- **Behavioral Assessments**
- **Job Simulation**
- **Skills Tests**
- **AI-Powered Language Tests**
- **Realistic Job Previews**

"Journeyfront's data-driven assessments analyzed existing top-performing employees to refine the hiring process, resulting in a 93% increase in new employee retention."
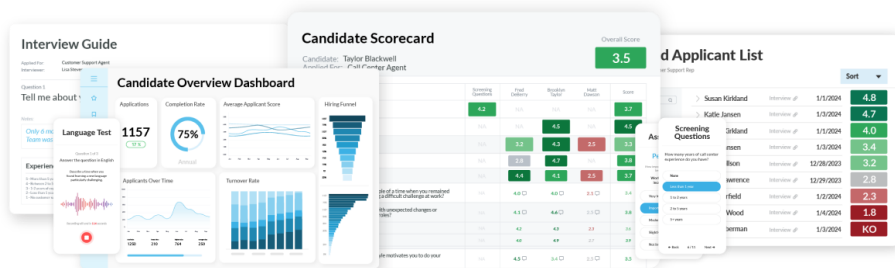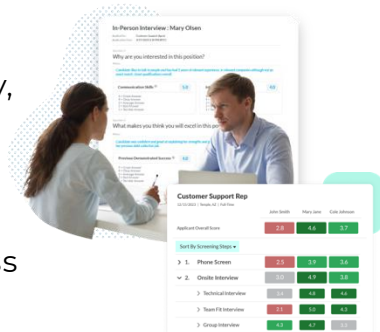
Predictive Assessments

A suite of predictive assessment tools allows KM² to quickly identify candidates for each role. Integrating assessment results with predictive analytics can significantly increase candidate predictability. Customized assessments based on our data from current and past employees ensure that all recommendations are as relevant as possible.
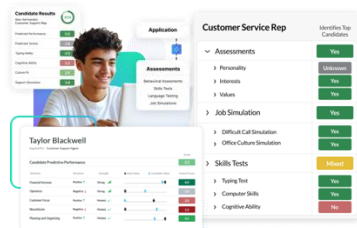

Advanced Interview Tools

Advanced interview tools enhance KM² Solutions' recruitment process by standardizing interviews, ensuring consistency, and reducing bias. These tools provide structured questions tailored to the specific competencies required for each role, enabling recruiters to assess candidates' skills and cultural fit objectively. Real-time feedback and scoring features streamline decision-making, ensuring faster and more accurate hiring.

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KEY FEATURES

- Real-Time Agent Guidance
- Intelligent Objection Management
- Automated Quality Assurance
- Accurate Call Summaries
- Powerful Analytics
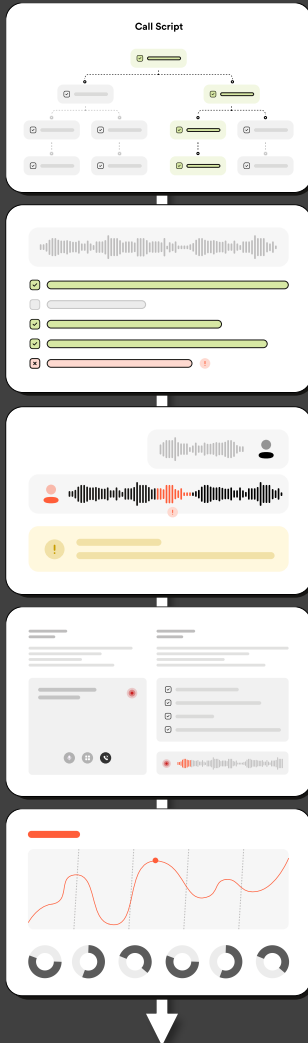
PERFORMANCE MONITORING

Mosaic Voice

KM² Solutions utilizes MosaicVoice, an AI-powered platform designed to enhance call center operations by providing real-time guidance to agents and automating quality assurance (QA) processes. By leveraging advanced artificial intelligence and machine learning technologies, MosaicVoice helps us to improve the efficiency and effectiveness of customer interactions.

Real-Time Guidance
MosaicVoice uses AI to understand customer intent and dynamically guide the agent with relevant talking points

Intelligent Objection Management
MosaicVoice listens for customer objections and prompts agents with instant responses

Automated QA
MosaicVoice tracks compliance and alerts managers to breaches as they happen while also prompting agents with a remediation plan before the call ends

Accurate Call Summary and CRM Updates
Detailed call reports and transcripts are uploaded to your CRM with sensitive customer information redacted as necessary

Powerful Analytics
Powerful analytics help managers understand and institutionalize best practices

This suite of tools equips KM² agents to handle interactions efficiently and effectively while maintaining compliance. Its seamless CRM integration and focus on data-driven insights give KM² a powerful solution for enhancing customer satisfaction and operational excellence.

- Context & Content Analytics
- Dynamic Contextual Guidance
- Automated Compliance Monitoring

"MosaicVoice empowers KM² with real-time AI-driven insights, transforming customer interactions while ensuring compliance and driving operational excellence."

AI Capabilities

MosaicVoice's AI capabilities are central to its functionality, enabling the platform to:

- **Understand and Interpret Customer Intent:** By analyzing the context and content of conversations, the AI can determine customer needs and guide agents accordingly.

- **Provide Dynamic, Contextual Guidance:** The system offers real-time prompts based on the flow of the conversation, helping agents respond appropriately to various scenarios, including handling objections and compliance requirements.

- **Automate Compliance Monitoring:** The AI continuously monitors conversations for potential compliance violations, reducing the reliance on manual QA processes and allowing for immediate corrective actions.
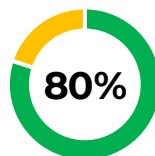
Overall Impact on Operations:

50%

Reduction in Training Time:
The platform's real-time guidance accelerates the onboarding process for new agents, reducing training time by up to 50%.

95%

Decrease in Non-Compliant Calls:
Automated compliance monitoring has resulted in a 95% reduction in calls that fail to meet regulatory standards.

80%

Increase in Positive Call Outcomes:
Enhanced agent support and dynamic guidance have led to an 80% improvement in favorable call results, boosting customer satisfaction and loyalty.

In summary, MosaicVoice leverages artificial intelligence to transform our operations, providing tools that empower our agents, ensure compliance, and enhance the overall quality of customer interactions.

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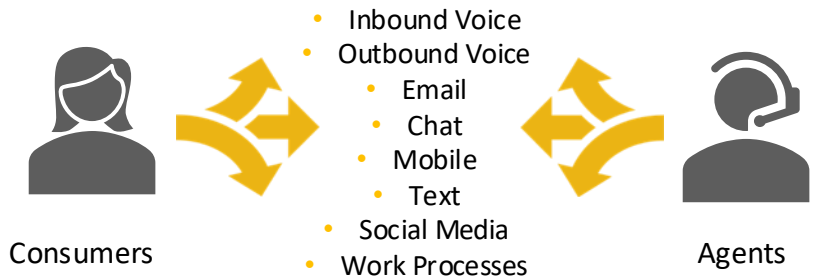
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KEY ADVANTAGES

- Simultaneous Interactions
- Multiple Channels
- Seamless Connections
- Optimized Delivery
- Customer Convenience
- Personalized Interactions
- Quicker Transactions
- Streamline Flows
- Better Reporting
- Better Customer Experience
- Maximum Efficiency
- Cost Reductions

OMNICHANNEL ROUTING

NICE · CXone

KM² Solutions utilizes the inContact Omnichannel routing and interaction management suite to enable agent productivity and enhance the customer experience.

This fully integrated offering of Voice, Chat, Email, SMS, Social, and Workflow Processes not only affords us the ability to combine multiple channels into a single customer interaction but increases agent productivity by giving them the ability to handle multiple interactions simultaneously.

This robust and expandable platform also adds advantages from a reporting and accountability standpoint – giving us a better picture of how our agents interact with your customers.

Consumers

- Inbound Voice
- Outbound Voice
- Email
- Chat
- Mobile
- Text
- Social Media
- Work Processes

Agents

KM² Locations:

- **Barbados**
- **Colombia**
- **Dominican Republic**
- **Grenada**
- **Honduras**
- **Saint Lucia**

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

KM² Solutions

KEY ADVANTAGES

- Custom KPI's & Metrics
- Analytic & Quality Modeling
- Messaging & Alert Engine
- Evaluations & Surveys
- Reporting & Trending
- Gamified Rewards/Incentives
- Attrition Tracker

SUCCESS METRICS

- Increased Attendance
- Employee Satisfaction
- More Dollars Per Contact
- Improved CSATs
- Bonus Percentage Increases
- Reduced Agent Attrition

PERFORMANCE OPTIMIZATION & EMPLOYEE ENGAGEMENT

touchpoint one

Our client's success depends on the exceptional performance of our people. By utilizing the Acuity Performance Management Platform, we can optimize people, processes, and technology to enhance the employee experience, strengthen culture, and drive better overall performance while reducing attrition.

Through the Acuity dashboard, we can gain access to workflows, immersive data, gamification, and e-learning features that we can use to advance skills while gaining valuable intelligence that empowers supervisors and stakeholders to deliver data-driven coaching and tailor professional development to enhance performance.

Acuity Features:

- AI-Powered Data & Analytics
- Web-Based Dashboards
- Gamification & Communications
- Voice of the Employee (VoE), Pulse Surveys, Quality Monitor
- Performance Pay, Incentives

Companies with highly engaged workforces outperform their peers by 147% in earnings per share, report 23% better employee turnover rates, and are 12 times more likely to have strong business results.

Acuity can be integrated efficiently and securely with existing systems and data. It can also be tailored based on a client's specific needs, improving agent attrition rates and attendance scores and delivering real bottom-line benefits.

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KM² Solutions

KEY BENEFITS

- Real-Time Interactions
- Increase Conversions
- Reduce Abandons
- Less Wait Time
- Unified Routing
- Smoother Interactions
- Multiple Interactions per Agent
- Better Reporting & Analytics
- Improved Productivity
- Cost Savings
- Customer Satisfaction

# SOCIAL, CHAT & MESSAGING

NICE · CXone

In today's CX journey, digital-first is fast replacing the traditional, linear customer journey, making for a better customer experience as they interact through different channels while receiving the same level of support and satisfaction.

By utilizing the CXone platform from NICE, the most complete cloud-native CX platform, KM² Solutions provides leading AI-powered omnichannel solutions to its clients and their customers.

A key component of the CXone platform is the social, chat, and messaging function that allows customers to engage in two-way conversations that never go unanswered when they message on their channel of choice.
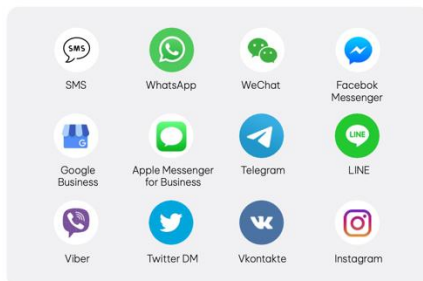
Messaging & In-App Solutions
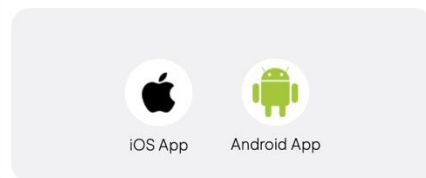
By offering web, SMS, social media messaging, and other digital messaging apps such as WhatsApp, including your mobile app, you can meet customers when and where they need you, assisting them in real time.

This single solution for all messaging includes monitoring with unified routing, handling, reporting, analytics, and administration. And it empowers agents to handle multiple interactions simultaneously for greater productivity and cost savings.

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INTELLIGENT COACHING

symtrain™

KEY FEATURES

- AI-Driven Simulations
- Automated Coaching & Feedback
- Script Adherence Training
- Performance Scoring & Analytics
- Role-Based Training
- Gamification & Engagement
- Integration with Business Tools
- On-Demand Training
- Multilingual Support
- Scalability & Cloud-Based Access

"Through AI-powered intelligent coaching, we have seen increased CSAT scores by up to 15% and reduced retraining expenses by 50% in 6 months."

KM² Solutions uses SymTrain, an AI-powered training and simulation platform that enhances employee performance through interactive, scenario-based training that mimics real-world conversations. This allows employees to practice and refine their skills in a risk-free setting. By automating coaching and feedback, KM² can accelerate onboarding, improve agent confidence, and ensure consistent quality.

AI Coaching Solutions

✅ **Speed to Proficiency:**
Cuts training time by 50-70%, getting agents job-ready in record time.

✅ **Interactive Learning:**
Audio, Chat, Visual, or a combination of simulation types that boosts agent performance by 4-7%.

✅ **Post-Call Feedback:**
Agents know exactly where to improve with a built-in scoring system.

The AI-driven approach makes training more efficient, engaging, and scalable. Automating coaching and feedback reduces the need for manual supervision while ensuring agents develop critical skills through realistic, hands-on practice. The platform integrates seamlessly with existing tools like CRM and QA and contains features like gamification, real-time performance tracking, and on-demand training. This helps KM² streamline onboarding, enhance quality assurance, and maintain consistency across all our teams.

KM² Solutions

- Call Scenarios Exposure
- Immediate Feedback
- Top Customer Service
- Achieve System Efficiency

"SymTrain transforms KM²'s training by combining AI-driven simulations with real-time feedback, ensuring agents gain the confidence and skills they need to excel—faster and more effectively than ever before."

KM² agents practice with realistic, AI-driven scenarios that mirror real customer interactions. This helps sharpen their skills, make fewer mistakes, and gain confidence faster, leading to significant training efficiencies.

Faster, Smarter On-Boarding

✓ **No Nesting Required:**
Peak performance without the nesting stage.

✓ **Personalized Learning:**
Custom training paths for each agent's skill set.

✓ **50% Faster Ramp-Up:**
Reduce the time to reach peak productivity.

Reduced Training Window

Following SymTrain's implementation, KM² trainers have been able to successfully reduce the training cycle, and the attrition rate has dramatically decreased for many of our clients. In other cases, thanks to a groundbreaking approach to emergency response training, SymTrain has been able to prepare agents and get them ready to take calls within 24 hours.

SymTrain integrates seamlessly with CRM, QA, and LMS tools, making it easy to adopt within existing workflows. With features like gamification, real-time analytics, and on-demand training, SymTrain boosts engagement, reduces training costs, and helps KM² maintain high service standards while improving efficiency and driving better customer experiences.

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VIRTUAL AGENT

NICE · CXone AMELIA

KEY FEATURES

- Comprehensive intelligent virtual agent for complex conversational interactions

- Contextual understanding: Interacts with customers as a live agent would, with the ability to understand natural language and sentiment, switch context, handle interruptions, and more

- Accelerates first-touch customer resolutions with automation that guides and "contains" conversations with minimal escalations

- Seamlessly engages live agents when needed or required

- Integrates with any back-end information system or third-party application (50+ integrations prebuilt for quick use)

- Ease of adoption: Out-of-the-box vertical skills and intents

KM² Solutions utilizes CXone's SmartAssist powered by Amelia, a Virtual Agent that enables your customers to communicate via natural language (voice or chat) to resolve support issues or ask questions when they contact your business. SmartAssist responds quickly and carries out user tasks by connecting with customer and client data, delivering personalized information efficiently, and freeing up contact center agents to focus on higher-value tasks.

More than a chatbot
When we deploy an advanced Conversational AI virtual agent like SmartAssist, there are many measurable benefits, including user-reduced wait times and as much as a 20% increase in first-contact resolution. SmartAssist is ideal for companies looking to use the industry's most advanced Conversational AI solution to accelerate first-touch customer interactions and resolutions and elevate end-to-end customer service journeys. Powered by Amelia, SmartAssist can:

- Digitally guide conversations with minimal escalations
- Handle context switching
- Understand sentiment
- Learn and improve over time
- Loop-in live agents when needed or required

SmartAssist by Amelia can perform a variety of customer care roles and skills at an unmatched scale

Customer Portal
Access Manager
Troubleshooting (password resets, etc.)

Shipping Manager
Product/Service Issues
Insurance Claims
Returns and FAQs

Product/Service Orders
Tutorials
FAQs
Refund Requests

Scheduling
Manage schedules
Reschedule deliveries
Cancel appointments

Account Management
Billing inquiries/refunds
Credit services
Payment arrangements

IT, HR & Finance Queries
Email issues, Wi-Fi
PTO and payroll requests
Credit card services

KM² Solutions

KEY ADVANTAGES

- Automate the application process

- Increase total applications completed

- More deeply identify candidate skills

- Place candidates into their appropriate programs

- Drastically decrease employee turnover
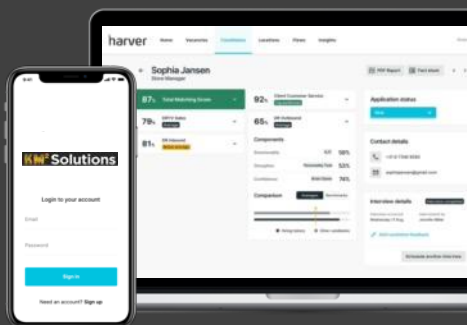
"Matches candidates to one or multiple jobs and provides clear decision support to recruiters."

VOLUME RECRUITING
harver

KM² Solutions utilizes Harver, a suite of candidate selection tools designed to help us hire better and faster. Harver is integrated into the application process and incorporates psychometric testing tools to give the recruitment team deeper insights into each candidate.

Harver combines intelligent automation, data-driven insights and, cognitive science to streamline the recruitment process and determine a candidates fit based on the profile of a program.

Application
Harver provides a single-entry point for candidates from all sources and shares information directly with our Applicant Tracking System, making the first step of the application process as easy as possible.

Screening
Harver's library of interactive and engaging assessments and job simulations is built for driving conversion throughout the hiring process.

Matching
Harver's custom matching engine matches candidates to one or multiple jobs and provides clear decision support to recruiters and hiring managers. The result is faster, higher quality hires and decreased attrition rates.

Fig 1. Two-Way Matching

KM² Solutions
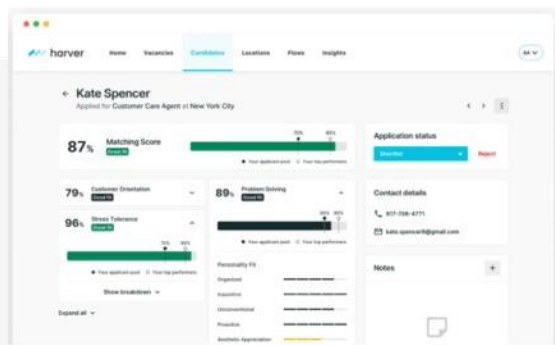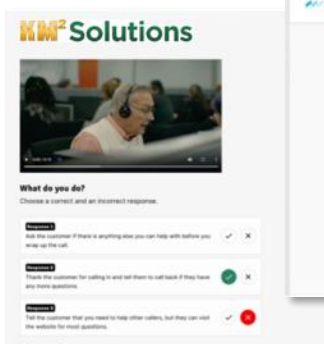
BENEFITS

Efficiency
Improves efficiency & reduce time-to-hire through data-driven candidate selection, prioritization & disqualification. Less reliance on human labor to sift through candidates

Candidate Experience
Creates a smooth, engaging digital candidate experience

Reduce Attrition
Improves quality of hire & reduces turnover through matching profiles and assessments to validate critical competencies pre-hire.

"Results in higher quality hires and decreases attrition rates."

Selection
Harver auto-selects high-potential candidates and automatically schedules interviews. Freeing up our team by removing mundane, time-consuming tasks.

Fig 2. Candidate Selection

Interviewing
Virtual interviewing enables us to screen candidates regardless of recruiter availability. While during live interviews, recruiters are supported with all the data they need to make the right decision.
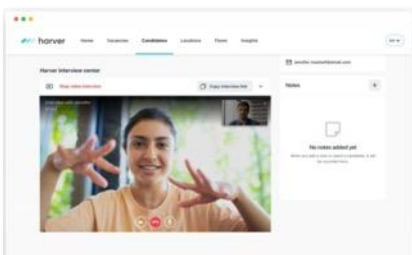

Fig 3. Virtual Interviewing

Hiring
Harver supports our hiring managers – whether they're on the front line or at headquarters – to make split-second hiring decisions.

Business Intelligence
Harver comes equipped with an Enterprise-grade analytics suite providing all the data needed to run an efficient process and optimize it over time.
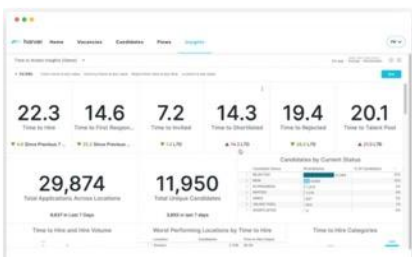

Fig 4. Business Intelligence

KM² Solutions

BENEFITS

- Reduces operating costs while improving customer experiences on voice and digital channels

- Better service levels: Availability 24/7/365 means no wait time for customers and increased containment (first contact resolution)

- Expands self-service and automated resolution to address staffing costs/ quality/access windows

- Tailored customer experience: With faster resolutions and more personalized, contextual responses, customers receive faster resolutions.

- Scalable: SmartAssist helps to meet demand during peak interaction times, allowing agents to focus on more complex, engaging interactions.

The most comprehensive Advanced Conversational AI Virtual Agent (IVA) for Customer Care.

Deep contextual understanding.
Customer care depends on human levels of comprehension, not simple task bucket classification. Amelia's is the only AI system capable of such levels of human understanding

Context switching.
Unlike a chatbot, SmartAssist switches between threads and topics flexibly, providing quality humanlike experiences

Natural language understanding.
SmartAssist understands words and their intended meaning, providing contextual responses with high accuracy and minimal input for training.

Advanced Conversational AI.
Amelia is a recognized leader in cognitive and conversational technology with foundational technology developed by 20+ years of innovation.

Pre-built vertical skills.
SmartAssist has been trained on industry-specific words and processes to speed up deployment times.

Learns and improves over time.
SmartAssist uses observation and supervised learning to advance over time and address similar future scenarios without human intervention.

Connects to enterprise systems.
SmartAssist's prime purpose is to execute and resolve tasks on behalf of customers and end-users in existing backend systems.

Flexibility.
Your customers should be able to change topics at any time just as they would with a human agent. SmartAssist follows when you switch from one state to another and returns to your original goal.

Multi-threaded.
Amelia's brain is modeled after the human brain. All the centers of her brain respond in tandem to make for a rich customer experience.

Why KM² Solutions?

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Our Industries

KM² Solutions

KM² Solutions

CORE SERVICES

- Customer Acquisition
- Verifications
- Originations
- Loan Processing
- Customer Care
- Receivables Management
- Technical Support

Omni-Channel

INDUSTRY EXPERIENCE:
AUTO FINANCE

KM² Solutions offers a full suite of services catered to the Auto Finance Industry that help clients dramatically improve all points along the customer lending cycle. Our toolkit allows clients to outsource key functions across their entire portfolio. This drives value to their bottom line while ensuring accuracy, security, and best-in-class experiences for the customer. This solution is relied upon by some of the largest Auto Finance lenders in the industry.

Auto Finance Features:

- We manage every touchpoint across the customer lifecycle, including Loan Verification, Processing, Customer Care, and Accounts Receivable Management.
- When all these processes are managed by a trusted partner, clients' time can be better spent focusing on their core business.
- KM²'s pricing is over 50% lower than the typical domestic contact center cost.
- We consistently outperform in all key metrics across the board, ensuring customer satisfaction.
- Our proven acquisition strategies and data-driven retention models maximize potential revenue opportunities at every interaction.
- Our flexible technology platform allows seamless integration with any client system.
- All of our contact center locations are in regions with extensive service sectors, which allows for multilingual, high-quality collections practices, even when curing highly delinquent accounts.

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KM² Solutions

CORE SERVICES

- Customer Care
- Customer Acquisition
- Customer Retention
- Help Desk/Troubleshooting
- Technical Support
- ID & Password Reset
- Activation Support
- Upsell & Cross-Selling
- Billing & Payment Inquiries
- Issue Resolution
- Third-Party Verification
- Social Media Management
- Content Moderation
- Account Management

Omni-Channel

INDUSTRY EXPERIENCE:
COMMUNICATIONS & MEDIA

KM² Solutions offers innovative outsourcing solutions for the communications and media industry, which help drive efficiencies, reduce costs, and improve performance. In an increasingly transformative landscape, access to cutting-edge technologies and innovative solutions is critical to delivering enhanced customer experiences and maintaining a competitive advantage.

KM² leverages two decades of experience across all major verticals and the latest in AI-driven advanced technologies to ensure superior, insight-based service to its clients and their customers. With a broad geographic footprint and multilingual capabilities, KM² can also meet market growth needs while offering the best in business continuity and redundancy.

Key Advantages:

Customer Satisfaction & Retention
From Customer Care to Technical Support, KM² agents excel at Level 1 Tech Support, upsell, cross-sell, retention, and issue resolution.

Technology & Innovation:
KM² is at the forefront of employing best-in-class technologies like AI, data analytics, and automation to improve service delivery and reduce human error, resulting in smoother and higher-value customer interactions.

Performance & Optimization:
We achieve and maintain operational efficiency through optimal workforce management. Ensuring that the correct number of agents with the right skill sets are staffed at the right time allows us to meet our clients' demands while maintaining operational efficiency.

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KM² Solutions

SUCCESS METRICS

- First Call Resolution
- Average Handle Time
- Items Per Purchase
- Customer Satisfaction Score
- Call Abandonment Rate
- Customer Loyalty
- Net Promoter Score
- Compliance Rate
- Order Accuracy Rate
- Order Fulfillment Time
- Revenue Per Call

INDUSTRY EXPERIENCE:
CONSUMER PACKAGED GOODS

In the fast-paced Consumer Packaged Goods (CPG) sector, efficiency, cost management, and customer satisfaction are critical for success. KM² Solutions can significantly bolster a CPG company's operations, presenting an attractive avenue for enhanced competitiveness and growth by offering a blend of operational efficiency, cost management, and strategic advantages.

Here are some of the key advantages of partnering with KM² Solutions for your CPG outsourcing needs:

Cost Reduction:
Outsourcing non-core tasks to KM² can lead to substantial cost savings on labor, infrastructure, and operational overheads.

Operational Efficiency:
KM² has specialized knowledge and tools that can streamline business processes, ensuring tasks are completed quickly and accurately.

Technology Adoption:
KM² is at the forefront of employing modern technologies like AI, data analytics, and automation.

Enhanced Customer Experience:
KM² can significantly enhance the customer experience by providing high-quality, round-the-clock support.

Increased Sales:
KM² agents are adapt at cross-selling and up-selling ensuring maximum revenue per transaction while reducing abandon rate and improving customer loyalty.

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KM² Solutions

CORE SERVICES

- On-Peak/Off-Peak Support
- Flexible Staff Scheduling
- Rapid Scale-Up/Scale-Down Capability
- 24/7/365 Customer Care
- Receivable Management, Billing, Collections
- Self-Service Capabilities
- Omnichannel Routing
- 12 Nearshore Locations
- Bilingual/Multilingual Support

Omni-Channel

Why KM² Solutions?

INDUSTRY EXPERIENCE:
ENERGY & UTILITIES

KM² Solutions delivers reliable, scalable outsourcing services for the Energy and utilities sector. These services help drive operational efficiency while reducing costs and enhancing customer service for our clients and their customers.

KM² has over 20 years of experience providing award-winning contact center and back-office services such as customer care, billing, collections, reporting, retention, sales, and support for Fortune 500 companies.

KM² can help energy and utility providers optimize efficiencies while meeting all regulatory requirements through cutting-edge PCI-compliant technology and exceptional human resource capabilities.

KM² Solutions Provides:

Top Technology:
We leverage key technologies such as Self-Service, Automation Technologies, and Artificial Intelligence (AI) to streamline business processes, drive better performance, and improve the overall customer experience.

Bilingual Support:
With over 12% of the U.S. population speaking Spanish at home, and that number growing, KM² specializes in high-level Bilingual Support and can meet this increasing demand across its full range of products and services.

Security & Compliance:
As a trusted partner, KM² Solutions adheres to strict regulatory compliance protocols to ensure our outsourcing services for energy companies are always protected.
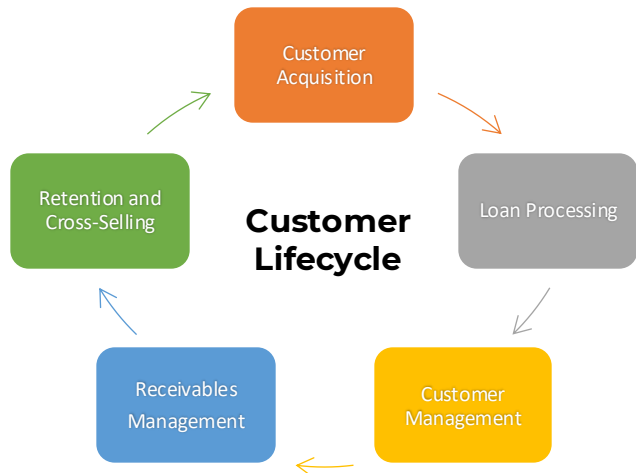
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INDUSTRY EXPERIENCE:
FINANCIAL SERVICES

CORE SERVICES

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

Omni-Channel

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.

Customer Lifecycle

- Customer Acquisition
- Loan Processing
- Customer Management
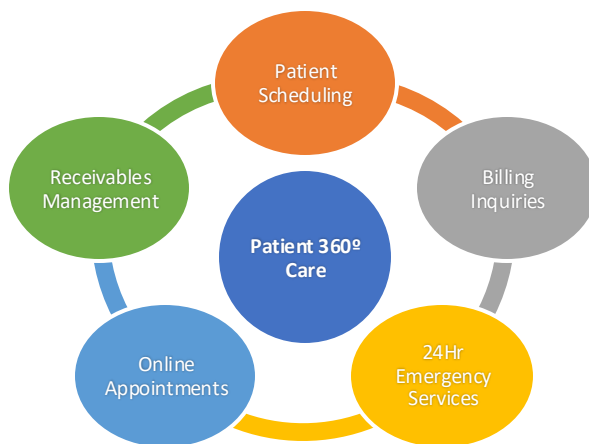- Receivables Management
- Retention and Cross-Selling

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KM² Solutions

CORE SERVICES

- Customer Care
- Remote Care & Monitoring
- Emergency Care Triage
- Activations
- Claims Management
- Insurance Verification
- Patient Scheduling
- Appointment Setting
- Reminders
- Billing/Account Management
- Collections
- New Member Acquisition
- Lead Generation/Enrollment
- Surveys

Omni-Channel

Why KM² Solutions?

INDUSTRY EXPERIENCE:
HEALTHCARE SOLUTIONS

KM² Solutions provides best-in-class, cost-effective solutions for all your healthcare outsourcing needs. We enhance the client/patient experience and resolve issues in a friendly and timely manner.

From government organizations and major employers to healthcare providers, pharmacies, and manufacturers, we work to meet your needs. We are HIPAA Compliant and adhere to the highest standards within the industry's regulatory framework.

Patient 360º Care: Patient Scheduling, Billing Inquiries, 24Hr Emergency Services, Online Appointments, Receivables Management

KM² has deep expertise in inbound & outbound healthcare solutions. We support:

- Daily, weekly, and seasonal volume management.
- Easy to staff, scalable solutions.
- Direct access to international teams.
- Bilingual staffing for Spanish language support.
- Increased sales, average order value, and bundled services.
- Emphasis on patient satisfaction and return visitors, increasing the lifetime value of each customer.

We outperform in all key metrics, including first-call resolution, patient retention rates, agent response time, and agent efficiency.

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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

Omni-Channel

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:

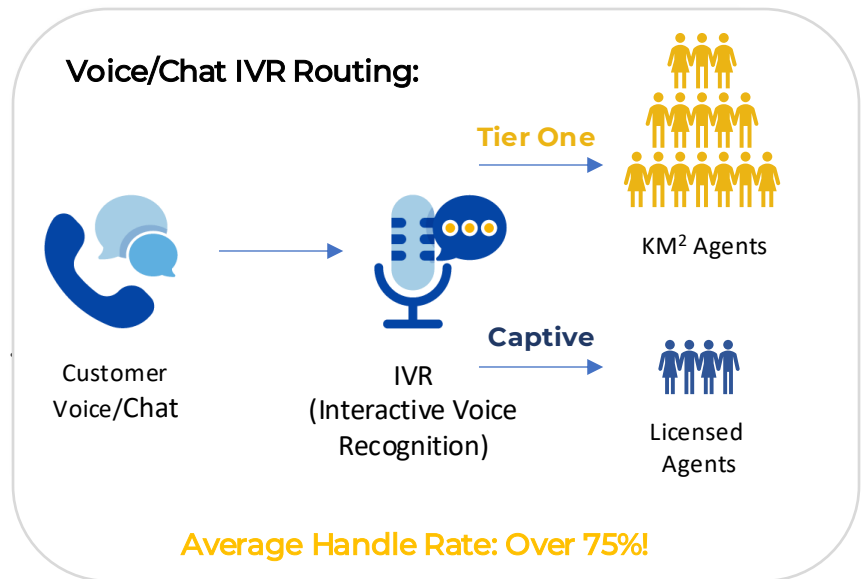|	
Home Security	Pest Control
Home Automation, IOT	Landscaping
HVAC, Electrical & Plumbing	Windows
Cleaning Services	Flooring
Salon & Beauty Services	Painting & Decorating
Moving & Storage	Shades & Blinds
Major Appliances	Roofing

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.

KM² Solutions

'TIER ONE' SERVICES

- Customer Care
- General Inquiries
- FNOL
- Catastrophe Support
- Claims Management
- Policy Management
- Commission Management
- Access Issues
- Billing Inquiries
- Credits/Refunds
- Select Policy Changes
- Pay Plan Changes
- Other Back-Office Support

Omni-Channel

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INDUSTRY EXPERIENCE: INSURANCE

KM² Solutions provides best-in-class outsourcing services for some of the biggest names in the U.S. insurance industry. Whether it be policy management, managing claims, or bundling services, insurance companies require a personal touch at every interaction to enhance customer experience and drive brand loyalty.

KM² can manage all 'Tier One', In-Scope Bilingual Voice and Chat transactions. Automatically filtered through Interactive Voice Response (IVR), all Out-of-Scope requests transfer directly to an internal licensed rep or local insurance agent. On average, more than 75% of all incoming Voice and Chat transactions fall In-Scope and can be handled directly by KM² agents.

Voice/Chat IVR Routing:

Customer Voice/Chat

IVR (Interactive Voice Recognition)

Tier One → KM² Agents

Captive → Licensed Agents

Average Handle Rate: Over 75%!

KM² manage complex tasks while driving performance, cutting costs, and improving customer service standards so clients can focus solely on regulatory or state-specific tasks that require licensed agent interaction.

For more information, please contact the Sales Team:

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salesteam@km2solutions.com

KM² Solutions

INDUSTRY EXPERIENCE:
REAL ESTATE

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

Omni-Channel

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.

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KM² Solutions

INDUSTRY EXPERIENCE:
RETAIL & ECOMMERCE

CORE SERVICES

- Customer Service Support
- Sales Support and Real-Time Sales Guidance
- Order Enquiry, Taking and Processing
- Order Tracking and Status Enquiry
- Product Returns
- Product Exchanges
- Complaint Management
- Payment/ Billing Support

KM² Solutions strives to deliver a seamless shopper experience, helping our retail and eCommerce clients make the most of every relationship across whichever channels are most relevant to the client's customers. Our Retail and eCommerce service experts have extensive experience meeting and exceeding key metrics for inquiries related to customer service, direct response, technical support, catalog orders, and eCommerce. Our proven track record includes increasing average order value, conversion rates, and, most importantly, customer satisfaction.

- 100% increase in Retail/E-commerce seasonal staffing flexibility.
- Cost-effective, high-quality services delivered from best-in-class locations.
- Accent-neutral bilingual support.
- We outperform in all key metrics, including AHT, calls per hour, hold time, wrap-up time, NPS, and service level metrics.

Sales: Generate new business through outbound sales programs and other lead generating initiatives

Fulfilment: Guarantee orders are processed timely and accurately through back-office support

Support: Ensure customer satisfaction through best-in-class service and support

Retention: Maintain engagement with past customers and continue to upsell through ongoing promotions and incentives

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INDUSTRY EXPERIENCE: TECHNOLOGY

CORE SERVICES

- Help Desk Support
- IT & Tech Support
- Customer Care
- Sales & Retention
- Back Office
- Content Moderation
- Dispute Resolution
- Data Collection
- Data Evaluation

KM² Solutions partners with Technology companies in both consumer and enterprise domains, providing significant cost and operational efficiencies while delivering innovative solutions to meet the evolving needs of the Technology sector. Here are some key advantages of partnering with KM² Solutions for your Technology outsourcing needs.

- **Service & Performance:** Our highly skilled agents can be trained to perform specialized technology functions that lead to higher-quality outcomes.

- **Operational Efficiency:** By streamlining processes and adopting best practices leveraged across our broad vertical experience, we can optimize workflows, reduce redundancies, and eliminate inefficiencies.

- **Expertise:** KM² has access to a pool of highly specialized talent, allowing technology companies to leverage skills and knowledge that may not be available elsewhere.

- **Scalability & Flexibility:** We have the agility to allow our clients to quickly scale their operations up or down without the associated logistical and financial burdens.

- **AI, Innovation & Continuous Improvement:** KM² is at the forefront of employing modern technologies like AI, data analytics, and automation.

- **Market Expansion Support:** Our broad geographic footprint and multilingual support options facilitate easier entry into new markets.

- **Security & Compliance:** KM² adheres to strict standards for data security, privacy, and compliance with international regulations.

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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
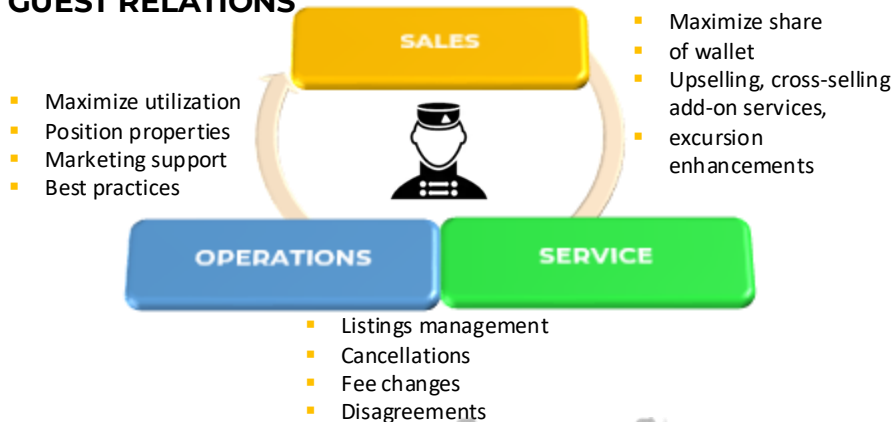- Billing

Omni-Channel

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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.

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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

SALES

OPERATIONS

SERVICE

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

- Listings management
- Cancellations
- Fee changes
- Disagreements

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Our Operations

KM² Solutions

COMPLIANCE

KM² Solutions

FUNDAMENTALS

- Employee Training
- Strict Access Policies
- Proximity Card-Based Access Control System
- Video Surveillance
- Secure Connections
- Disabled Ports
- Internet Access Restricted
- Clean Desk Policy

CMS GOALS

- Policies and Procedures
- Training
- Monitoring
- Consumer Complaint Response

At KM² Solutions, we pride ourselves on maintaining the highest standard of integrity in serving our clients. We perform with strict adherence to our clients' guiding principles and values.

We take extra care to protect each of our clients' reputations and brands. Regular monitoring and audits are conducted to ensure compliance with all industry acts and standards, including FDCPA, HIPAA, TCPA, FCRA, TCFAPA, and PCI DSS.

The Five Functions of our Compliance Department:

1) **Identification:** Identify the risks that an organization faces and advise on them.
2) **Prevention:** To design and implement controls to protect an organization from those risks.
3) **Monitoring and Detection:** To monitor and report on the effectiveness of those controls in the management of an organization's exposure to risks.
4) **Resolution:** To resolve compliance difficulties as they occur.
5) **Advisory:** To advise the business on rules and controls.

Compliance Management System (CMS):

An effective CMS is commonly comprised of three interdependent elements.
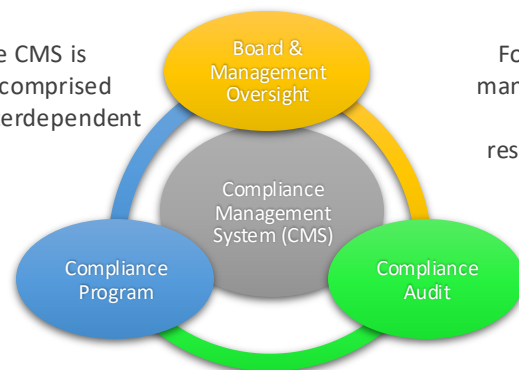
For successful management of compliance responsibilities and risks

Board & Management Oversight

Compliance Management System (CMS)

Compliance Program

Compliance Audit

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KM² Solutions

BENEFITS

- Reliable Technology
- Integrated Systems
- Enhanced Scalability
- Accurate Reporting
- Effective Training
- Faster Ramp Time
- Business-Wide Continuity
- Customized Solutions
- Strong Client Relationship

THE KM² ADVANTAGE

WHY IS IT IMPORTANT?

First impressions count. Designing and implementing a successful onboarding process streamlines time consuming tasks and ensures complete readiness and total satisfaction from day one.

ONBOARDING & IMPLEMENTATION

KM² Solutions values creating strong client relationships from the very beginning. Our onboarding process is designed to seamlessly integrate a client's systems with our own and quickly ready the project for operation. Furthermore, this process identifies key contacts within both organizations and establishes a communication dynamic going forward. We tailor all specifications and requirements to meet the unique needs of each project.

The onboarding process consists of a 3-phase plan:

1) **Contract Execution:** The initial scope of work has been clearly defined in the MSA and SOW and approved by all parties involved.

2) **Identifying Key Leaders:** The internal project team has been identified, and their roles and responsibilities have been assigned and communicated.

3) **Project Implementation Plan:** The hardware, technology, supporting documents, and processes are assigned to both KM² and our client's team to ensure project success. This 5-step method includes:

- **HR & Recruiting:** Defining the hiring plan, job descriptions, schedules, and due dates.
- **Training:** Timeline, training material, staffing.
- **Testing:** IT planning, configuration and testing, operational, and system testing.
- **Reporting and Billing:** Production reports, custom reports, define invoicing methods, and frequencies.
- **Go Live:** Account creations, training class, and production floor readiness, ongoing support, and project closure.

Depending on the project, the client onboarding process may take up to 45 calendar days.

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KM² Solutions

PM TOOLS

- Call Recordings
- Live Monitoring
- Quality Worksheets
- Coaching Sessions
- Skill Testing
- 360 Degree Feedback

PM KEY GOALS

- Maintain Accurate Reporting
- Identify Performance Outliers
- Determine Root Cause of Performance Outliers
- Effective Skill Training
- Eliminate Critical Errors
- Achieve Optimal Performance

PERFORMANCE MANAGEMENT

KM² Solutions' goal is to deliver complete customer satisfaction with every interaction. We constantly evaluate our agents' performance to ensure we successfully meet the needs of each individual client. Performance Management is key for maintaining high levels of customer experience by aligning employees, resources, and systems to meet business goals.

Client satisfaction is our benchmark for success. By understanding a client's needs, goals, and expectations, we can provide the right people in the right position with the right skills and the best technology. Plus, in sharing best practices, we improve performance and productivity, which is essential for the success of the project.

Issue Resolution Process

Performance Management ultimately begins by hiring the right people, but when issues arise, it is critical to identify and repair them with a measured response. Once potential issues have been identified, steps must be taken to minimize their impact on the project.

Analyze	• Ongoing analysis of all KPIs and individual performance against team
Identify	• Identify and confirm performance issues and accountable individuals
Coach	• Develop performance enhancement plans and coach to specific skills
Review	• Test for skill comprehension and monitor individual for performance improvement

KM² Solutions' strategies focus on people, strict management disciplines, and excellence in operations, enabling everyone to achieve solid overall performance and exceed expectations.

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QUALITY ASSURANCE

KM² Solutions

- Agent Satisfaction (ASAT)
- Agent Greeting
- Address the Customer
- Establishing Rapport
- Customer Satisfaction (CSAT)
- Professional Tone
- Clear Dialect
- First Call Resolution (FCR)
- Displays Empathy
- Negotiation Skills
- Net Promote Score (NPS)
- Service Level
- Speed of Answer
- Average Handle Time (AHT)

THE KM² ADVANTAGE

WHY IS IT IMPORTANT?

QA ensures that agents provide quality service in line with organizational objectives.

Optimized quality assurance enhances the quality of service to customers and improves close rates.

Why KM² Solutions?

The KM² Solutions Quality Assurance model is instrumental in improving, maintaining, and exceeding the overall customer experience by effectively managing the project's service deliverables. Our QA experts excel in key areas such as compliance, process, and customer satisfaction, enabling us to meet both our clients and the organization's objectives.

Using a scorecard-based observation and evaluation process, the QA team works in conjunction with Operations, Training, and HR to identify strengths and opportunities to ensure KPI's are not just met but continually improved upon. The department plays a vital role in maintaining customer and client satisfaction.

KM² Quality Model

- **Observe:** A minimum of one observation per agent per week is achieved by looking for appropriate behaviors and skills.
- **Educate:** Target agent's self-discovery, understanding, and commitment to improving on identified areas.
- **Follow-Up:** Is the agent displaying desired behaviors? If not, go back to Educate or move to Performance Management.

Our focus is to develop Agents and maximize their performance by listening and providing feedback.

Tactics include:

- One-on-one sessions with Agents
- Peer review and calibration sessions with Supervisors and Managers
- Devise and execute action and performance improvement plans
- Supervisors and Managers are kept abreast with all actions between Performance Management (PM) and Agent(s), and in turn, the Supervisors offer the same courtesies

KM² Solutions

RECRUITMENT STRATEGY

RECRUITMENT GOALS

- Attract high-quality talent
- Hire candidates looking to grow and stay with the company
- Hire candidates that best-match the profile
- Optimize recruiting investment
- Streamline the onboarding process

KEY SKILLS

- Dependability
- Empathy
- Customer service
- Negotiation
- Problem-solving
- Ability to understand and follow instructions
- Ability to focus on goals
- Strong work ethic
- Communication
- Positive attitude

Our goal at KM² is to hire the right people with the right skills. We invest heavily in sourcing the best talent possible. Our recruitment strategy is a holistic process that begins with establishing the correct selection criteria, followed by assessments, job interviews, and reference checks.

KM² RECRUITMENT FUNNEL:

- **Sourcing/Lead Generation:** We use many different channels to communicate our message as we recruit. These sources include radio, newspapers, social media, job fairs, and employee referral programs.

- **Job Application Completion:** Once a candidate becomes interested, they can apply directly online. The application is delivered directly to the Human Resources teams for review. Alternatively, they can apply at job fairs or by walking into the office.

- **Screening:** At this stage, we review candidates based on hiring needs. We analyze their English language proficiency by measuring their grammar, reading, and listening skills. We also assess computer literacy. The final criterion of this process is assessing personality strengths.

- **On-Boarding:** After a candidate has been selected, they undergo an extensive compliance and orientation process before training begins.

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KM² Solutions

RETENTION GOALS

- Employee Satisfaction
- Achievement Recognition
- A Sense of Purpose
- Brand Ambassadors
- Quality Performance
- Incentive Programs
- Professional Growth
- Career Pathing
- Work-Life Balance

THE KM² ADVANTAGE

WHY IS IT IMPORTANT?

The average cost of replacing an employee is estimated between 150-250% of the employee's annual salary.

A tenured employee has the experience to build a stronger relationship between the consumer and the brand.

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RETENTION STRATEGY

At KM² Solutions, we invest in our people's well-being, professional development, and career advancement. The genuine care we give to employees translates into people staying with us longer.

KM² is committed to creating a positive and rewarding work environment that encourages open communication, mutual respect, and teamwork while recognizing hard work, effort, and dedication.

Every member of our team enjoys great benefits and perks. At each site, we offer comprehensive insurance assistance for medical and life. We also provide on-site clinics and childcare services, local discount programs, health and wellness programs, on-site cafeterias, and various recreational activities.

KM² offers learning and development opportunities that expand our employees' knowledge base and skill set through our Leadership Development Program. We also promote career advancement based on individual strengths. The ability to move up the organizational ladder makes KM² more than just a stopping point in our employees' career paths.

KM² Cares, our corporate social responsibility arm, furthers our commitment to our employees and communities at large. This commitment is also expressed in the company's core values, beliefs, and behaviors. The company's commitment to excellence is reflected not only in its operations but also in its employees and the communities we serve.

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TRAINING

KM² Solutions believes that great performance comes from building a great team. We take time to develop high-performing individuals, setting the stage for client success. Training starts with a full day of orientation, touring the site, and reviewing company policies and procedures. For the next 2 weeks, Product Knowledge and Systems training is undertaken, during which call scenarios are created that mimic the ones in production. During this phase, a specific agenda is followed where both the company and the client evaluate all training topics. Once the trainee successfully passes a rigorous graduation exam, the trainer transitions with the trainee to the production floor. Follow-up is provided at the end of each program. 30-day and 60-day evaluations are undertaken to ensure a proper transition has been completed.

Knowledge Transfer Process

T3 (Train the Trainer)

KM² partners with client by sending a trainer to observe client operations, review training materials, attend a class (if available), in order to absorb business culture and service specifics.

Client Certification

Client performs an evaluation on trainer product mastery by observing the first delivery from the newly trained trainer. If criteria is met, then trainer gets certified in Product Mastery according to client standards.

Class Delivery

Product training is delivered based on T3 specifications and client required standards, followed up by class observations and trainer feedback sessions.

KM² University

Continuous learning is essential for keeping agents up-to-date with the latest skills and preparing them for managerial duties. KM² University is an online portal of education modules that supports employees in improving their skills in various leadership disciplines, from management to operations and people development.

TRAINING SKILLS

- Express Empathy
- Overcoming Objections
- Build Rapport
- Problem-Solving Skills
- Collection Rebuttals
- De-Escalation Skills
- Call handling Techniques

THE KM² ADVANTAGE

WHY IS IT IMPORTANT?

Effective training is vital in ensuring we deliver the best possible customer experience.

Our emphasis on continued education keeps our agents motivated and engaged while allowing for growth opportunities within the organization.

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KM² Solutions

KEY CAPABILITIES

- Forecasting
- Capacity Planning
- Staff Scheduling
- Activity Management
- Attendance and Adherence
- Real-time Management
- Performance Tracking

WFM KEY GOALS

- Achieve optimal performance
- Higher productivity
- Consistent customer experiences
- Reduce operational costs
- Greater insight into KPIs.
- Easier reporting and analysis
- Consistent customer experiences

WORKFORCE MANAGEMENT

KM² Solutions achieves and maintains operational efficiency through optimal workforce management. Customers and staff are at the center of everything we do. Ensuring that the right number of agents with the right skill sets are staffed at the right time allows us to meet our clients' demands while maintaining operational efficiency for any business industry.

Our dynamic and reactive WFM model is comprised of three essential elements that make our operational processes more efficient, scalable, and profitable:

- **Forecasting** is the backbone of the WFM cycle, which allows us to identify future workloads and anticipate call drivers.
- **Scheduling** determines FTE needs and schedules staff according to call volume forecast, achieving workforce and cost efficiencies.
- **Real-Time Analysis (RTA)**, managing staff daily, ensuring we have the best possible support during each time interval.

WFM Lifecycle

- Data Analyst Judgement
- Examine Historical Data
- Forecast (Volume, AHT, Service Goals)
- Capture Interaction Information (Historical Data)
- Determine Staffing Requirements
- Monitor Performance – Adjust Schedule
- Create Employees' Schedules
- Handle Interactions

KM²'s WFM cycle requires several key steps to fulfill the service levels; these steps include capturing and examining historical data, analysis, forecasting volume, AHT, and service goals, determining staff requirements, creating employee schedules, handling interactions, monitoring performance, and readjusting where needed.

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KM² Solutions

WFH IMPLEMENTATION

- Secure Client Approval
- Identify Eligible Agents
- Assess Home Workspace
- Assess Network Capabilities
- Configure and Distribute Secure Workstations
- Setup Multifactor Authentication

This solution can typically be implemented in 24-72Hrs depending on the number of agents deployed

WFH BENEFITS

- Maintained Uptime
- Better Productivity
- Flexible Scheduling
- Schedule Adherence
- Employee Satisfaction

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WORK-FROM-HOME OPERATION

KM² Solutions can scale services and delivery methods to suit clients' needs. Our Work-From-Home (WFH) model provides flexibility and productivity advantages. KM²'s secure WFH solution is not only a standalone model but can also offer clients operational continuity in times of uncertainty.

Information Security & Compliance:

- KM² Solutions delivers secure WFH with agents using end-to-end encryption and multifactor authentication on locked-down desktops.

- KM² has a proven track record in mitigating risk. We can satisfy information security, regulatory compliance, and client concerns.

- KM² ensures strict security protocols are met while delivering to the highest CX standards in remote environments.

KM² Solutions has established a strong security culture. We trust in our policies and procedures, trust in our training, and above all, trust in the tenacity of our people. In turn, our clients trust us to deliver secure, cutting-edge solutions for all their outsourcing needs.

For more information, please contact the Sales Team:

(262) 385-0955
salesteam@km2solutions.com

Our Locations

KM² Solutions

KM² Solutions

OTHER FACTS

- KM² Opened: 2007
- Language: English (Official)
- Literacy Rate: 99.6%
- Labor Force: 70.6%

BRIDGETOWN, BARBADOS

Barbados is an Eastern Caribbean island and an independent nation situated approximately 1500 miles Southeast of Miami. KM² Solutions operates two centers in its capital and largest city, **Bridgetown**, the country's commercial center.

A vibrant hub, Bridgetown is an important financial and informatics center and a cruise ship port of call for the region. Barbados, which is natively English speaking, enjoys a literacy level of over 99%. Barbados is a leading tourist destination with many international flights daily and is a quick trip from North America.

Demographics & General Information
- **Population:** 282,500
- **Land Area:** 166.4 mi²
- **Monetary Unit:** Barbados Dollar (BBD or BD$)
- **Exchange Rate:** USD$1.00 = BDS$2.00 (Pegged)
- **Time Zone:** Atlantic Standard Time (AST) GMT-4
- **Climate:** A tropical climate, with temperatures ranging on average from 76°F to 87°F. December to May is classed as 'Dry Season' while June to November is 'Rainy Season.'

Infrastructure
- **Airports:** Grantley Adams International Airport (GAIA)
- **Airlines:** All Major Airlines (US, Canada, UK & Europe)
- **Transportation:** Taxis, Buses (ZR's)

"The places that you've always wanted to visit are the places you'll want to do business!"

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.

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OTHER FACTS

- KM² Opened: 2018
- Language: Spanish (Official)
- Literacy Rate: 94.25%
- Labor Force: 80.1%
- English Fluency: 13.5%
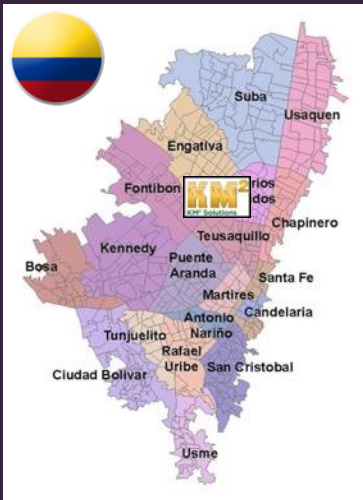
BOGOTÁ, COLOMBIA

Colombia is situated in the northwest corner of South America; it shares borders with Panama, Venezuela, Brazil, Ecuador, and Peru and is approximately 1500 miles South of Miami. Colombia's capital is **Bogotá**, the country's political, economic, administrative, and industrial center. The city has a young, educated workforce with an English-neutral accent, a bilingual population, advanced infrastructure, and political and legal stability. It is a quick flight from most Southern U.S. cities. This makes the location an ideal outsourcing hub for North American clients.

Demographics & General Information

- Population: 7.9 million (Greater Metro)
- Land Area: 685 mi²
- Elevation: 8,660 ft
- Monetary Unit: Colombian Pesos (COP$)
- Exchange Rate: $1 ≈ $4,120 COP
- Time Zone: Central Standard Time (CST) GMT-5
- Climate: The average temperature is 58°F; the driest months are December, January, July, and August. The warmest month of the year is March.

INFRASTRUCTURE

- Airports: El Dorado International Airport
- Airlines: All Major Airlines
- Public Transportation: Taxi,TransMilenio Buses

*Bogota holds 71% of bilingual talent within the Colombian labor market.

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SANTO DOMINGO, DOMINICAN REPUBLIC

OTHER FACTS

- KM² Opened: 2014
- Language: Spanish (Official)
- Literacy Rate: 93.78%
- Labor Force: 64.90%
- EF EPI English Proficiency: 54.97%

The **Dominican Republic** is a country located on the island of Hispaniola. It occupies the eastern five-eighths of the island, which it shares with the nation of Haiti. Approximately 800 miles Southeast of Miami, it is the most visited destination in the Caribbean, has the ninth-largest economy in Latin America, and is the largest economy in the Caribbean and Central American region. **Santo Domingo** is the capital and largest city with the greatest metropolitan area in the Caribbean by population. It is the country's cultural, financial, political, commercial & industrial center and chief seaport.

Demographics & General Information
- **Population:** 3.4 million (Greater Metro)
- **Land Area:** 40.32mi²
- **Monetary Unit:** Dominican Peso (DOP or RD$)
- **Exchange Rate:** USD$1.00 ≈ RD$62
- **Time Zone:** Atlantic Standard Time (AST) GMT-4
- **Climate:** A tropical rainforest climate in the coastal and lowland areas. The average annual temperature is 77°F.

Infrastructure
- **Airports:** Las Américas International Airport, Santo Domingo (AILA)
- **Airlines:** All Major Airlines
- **Public Transportation:** Taxis, Buses, Metro

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ST. GEORGE'S & GRENVILLE, GRENADA

Grenada is an island nation in the Caribbean Sea about 1500 miles Southeast of Miami. It is also known as the 'Isle of Spice' because it is the world's second-largest exporter of nutmeg and mace. Grenada's capital, St. George's, where KM²'s first site is located, is a popular tourist destination and is where the country's international airport is located. It is also home to St. George's University, a private international school. The populace of locals, students, and tourists alike make St. George's a vibrant hub of business and social activity. Grenville, where the second KM² office is located, is Grenada's second-largest town and is about halfway up the East coast. The town and surrounding parish have a population of about 25,000 residents. It is common for employees to commute between both cities.

Demographics & General Information
- Population: 120,000
- Land Area: 134.6 mi²
- Monetary Unit: Eastern Caribbean Dollar (XCD or EC$)
- Exchange Rate: USD$1.00 = EC$2.70 (Pegged)
- Time Zone: Atlantic Standard Time (AST) GMT-4
- Climate: The climate is tropical, with an average annual temperature of 80°F. December to May is classed as the 'Dry Season,' while June to November is the 'Rainy Season.'

Infrastructure
- Airports: Maurice Bishop International Airport (MBIA)
- Airlines: All Major
- Public Transportation: Taxis, Minibuses

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OTHER FACTS

- KM² Opened: 2011
- Language: Spanish (Official)
- Literacy Rate: 83.6%
- Labor Force: 67.4%
- English Fluency: 36.65% (San Pedro Sula)

SAN PEDRO SULA, HONDURAS

Honduras is a Central American country bordered to the West by Guatemala, to the Southwest by El Salvador, to the Southeast by Nicaragua, to the South by the Pacific Ocean, and to the North by the Gulf of Honduras, a large inlet of the Caribbean Sea. Honduras is approximately 800 miles Southwest of Miami. San Pedro Sula is the second-largest city behind the capital of Tegucigalpa. Known as the industrial capital of Honduras, San Pedro Sula has seen a great deal of modernization with Business Parks, Conference Facilities, Shopping Malls, and more. An international airport is a short distance away, with regular flights to and from most American cities.

Demographics & General Information
- Population: 950,000 (Greater Metro)
- Land Area: 324.3 mi²
- Monetary Unit: Lempira (HNL)
- Exchange Rate: USD$1.00 ≈ L25 HNL
- Time Zone: Central Standard Time (CST) GMT-6
- Climate: The temperature typically varies from 68°F to 92°F throughout the year and is rarely below 63°F or above 98°F.

Infrastructure
- Airports: Aeropuerto Internacional Ramón Villeda Morales (SAP)
- Airlines: Most US Airlines
- Public Transportation: Taxi, Bus.

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CASTRIES & GROS ISLET, ST. LUCIA

Saint Lucia is an independent island nation in the Eastern Caribbean, approximately 1500 miles Southeast of Miami.

Saint Lucia's capital, **Castries**, houses the seat of government and the head offices of many foreign and local businesses. As the birthplace of two Nobel Prize Laureates, English is Saint Lucia's official language, and the education system is based on British norms, resulting in a literacy rate of over 90%. A relatively short flight from the southern U.S. and operating on Atlantic standard time, Saint Lucia presents itself as an ideal staging point for nearshore outsourcing.

Demographics & General Information
- Population: 180,000
- Land Area: 238.2 mi²
- Monetary Unit: Eastern Caribbean Dollar (XCD or EC$)
- Exchange Rate: USD$1.00 = EC$2.70 (Pegged)
- Time Zone: Atlantic Standard Time (AST) GMT-4
- Climate: The local climate is tropical, with an average annual temperature of 80°F. December to May is classed as the 'Dry Season,' while June to November is the 'Rainy Season.'

Infrastructure
- Airports: Hewanorra International Airport (UVF), George F.L. Charles Airport (SLU) – Regional Only
- Airlines: All Major Airlines (US, Canada, UK & Europe)
- Public Transportation: Taxis, Minibuses

"The places that you've always wanted to visit are the places you'll want to do business!"

OTHER FACTS

- KM² Opened: 2004
- Language: English (Official), French, Creole (Dialect)
- Literacy Rate: 90.4%
- Labor Force: 72.23%

Why KM² Solutions?

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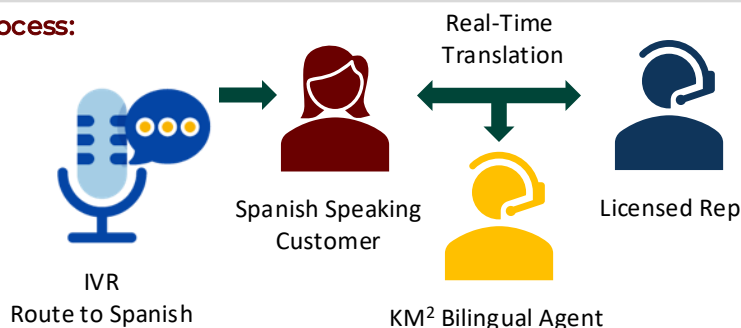
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Case Studies

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CASE STUDY:
ACTIVE TRANSLATION

INDUSTRY

- Insurance

SERVICES

- Bilingual Phone
- Bilingual Chat
- Back-Office Processing

LOCATION

- Dominican Republic

KEY ADVANTAGES

- Automatic Call Filter via IVR
- Handle 100% In-Scope Calls
- Conference Out-Of-Scope
- Real-Time Translation
- Personalised Service
- Enhance CX
- Lower Abandon Rate
- Reduced Handle Time by 65%
- Increased Brand Loyalty

Summary: With over 14% of the U.S. population speaking Spanish at home, KM² Solutions can meet the demand for advanced bilingual services. Our bilingual (English/Spanish) agents can be 100% trained on a client's products, processes, and quality standards, allowing them to perform real-time, in-call handling and translation for customer/client calls.

Story: One of the top ten U.S. insurance companies relies on KM² for Active Translation Services. Spanish-speaking customers are automatically routed to a bilingual KM² agent via an option on the IVR. For in-scope calls, the customer will be fully handled in Spanish by a KM² agent. For out-of-scope calls, the agent will conference in an internal licensed rep and act as the translator, servicing the customer as a team. This service can reduce average handle time for bilingual transactions by over 65%.

Active translation for out-of-scope calls:

- Fully verify customer
- Warm conference customer to internal rep
- Shift ownership to internal rep
- KM² agent translates in real-time
- Compliance, payment, and cancellation scripts directly translated into English/Spanish for customers
- KM² agent completes and closes out a call

Process:

Real-Time Translation

Spanish Speaking Customer

Licensed Rep

IVR Route to Spanish

KM² Bilingual Agent

Why KM² Solutions?

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CASE STUDY:
ACUITY FOR COMPLIANCE

INDUSTRY

- Insurance

LOCATIONS

- Dominican Republic

BENEFIT

Acuity enables compliance managers and support personnel to review and audit customer communications for regulatory, client, internal, and other requirements.

SERVICES

- Bilingual Phone
- Bilingual Chat
- Back-Office Processing

**When Acuity is integrated into client programs, KM² can decrease compliance failure points through increased visibility and efficiency.**

Summary: KM² Solutions supports one of the top ten U.S. insurance companies over four lines of business and bilingual inbound/outbound voice, chat, and back-office tasks for each.

The implementation of Acuity has enabled compliance managers and support personnel to review and audit agent/customer interactions for regulatory, client, internal, and other requirements. Automated workflows expose compliance gaps and improve coaching and training effectiveness.

Integrated Alerts:

Integrated alerts and notifications escalate call defects through authorized management channels in real time. Engaging reporting dashboards provide accurate audit status, performance scores, and data visualizations that heighten awareness of key metrics, analytics, and trends.

CASE STUDY:
ACUITY FOR COMPLIANCE
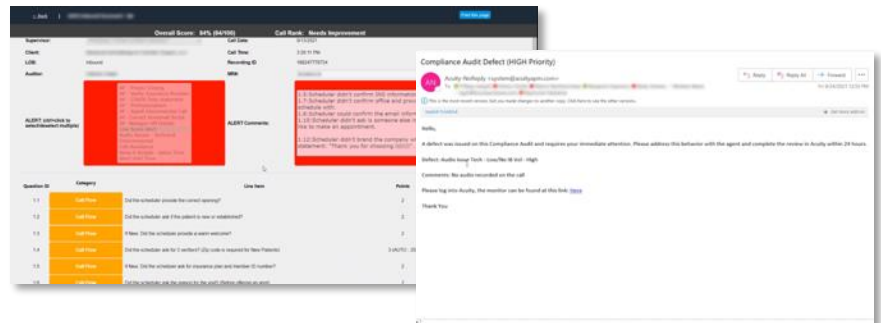
SUCCESS METRICS

- Minimize Call Avoidance
- Correct Use of Voicemail
- Call Recording Disclosure
- Reduced Excessive Hold
- No Misuse of Systems
- Use Correct Disposition
- RPC Verified
- Reduced Fail Rate

Acuity allows us to perform more audits and catch more errors while outputting trending data so operations can monitor and improve performance.

Compliance Funnel:
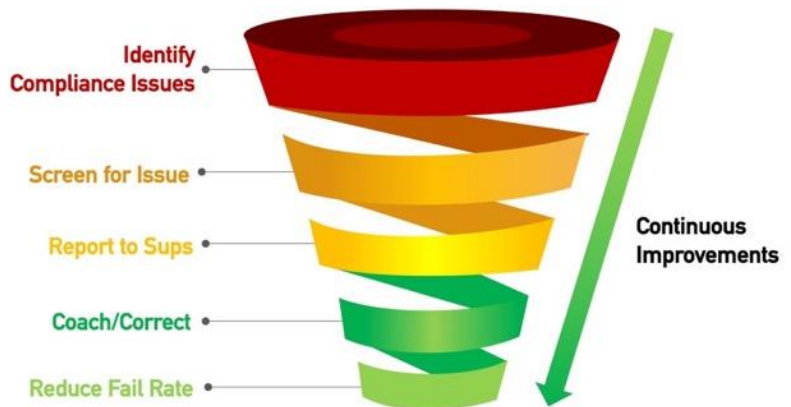
Acuity can be integrated efficiently and securely with existing systems and data and can be tailored based on a client's specific needs.

Why KM² Solutions?

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CASE STUDY:
ACUITY FOR PERFORMANCE

INDUSTRY

- Auto Finance

LOCATIONS

- Barbados

BENEFIT

Companies with highly engaged workforces outperform their peers by 147%, report 23% better employee turnover rates, and are 12 times more likely to have stronger business results.

KEY METRICS

- Quality
- Average Handle Time
- Wrap Time
- Attendance

When Acuity is integrated into client programs, KM² drives better performance through employee engagement while reducing attrition.

Summary: KM² Solutions supports the financial services arm of a leading U.S. automotive manufacturer. By utilizing Acuity, a Workforce Optimization and Employee Engagement tool from Touchpoint One, employees interact with a dashboard that drives performance through gamification of key metrics. These are some of the features of Acuity that give us the cutting edge when it comes to performance.

Custom Dashboard Views: Acuity's web-based dashboard is customizable based on role and color-coded for easy understanding. It is accessible at any level of operations across the entire organizational structure. Real-time reports are generated directly, saving valuable time on data gathering and freeing up supervisors to spend more constructive time one-on-one with their agents.

Chat, Message, and Alert Engine: Acuity's built-in personnel communication system allows for real-time multi-client, multi-site collaboration and conversation. By directly addressing agent support, coaching, and troubleshooting on the fly, it accelerates agent performance while streamlining the performance management process by documenting and classifying supervisor/agent interactions.
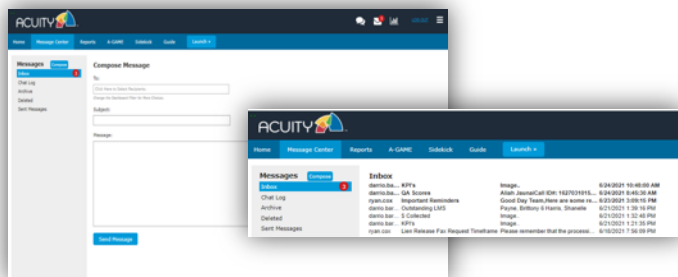
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KEY ADVANTAGES

- Custom KPI's & Metrics
- Analytic & Quality Modeling
- Messaging & Alert Engine
- Evaluations & Surveys
- Reporting & Trending
- Gamified Rewards/Incentives
- Attrition Tracker

SUCCESS METRICS

- Increased Attendance
- More Dollars Per Contact
- Faster Interaction Times
- Improved CSATs
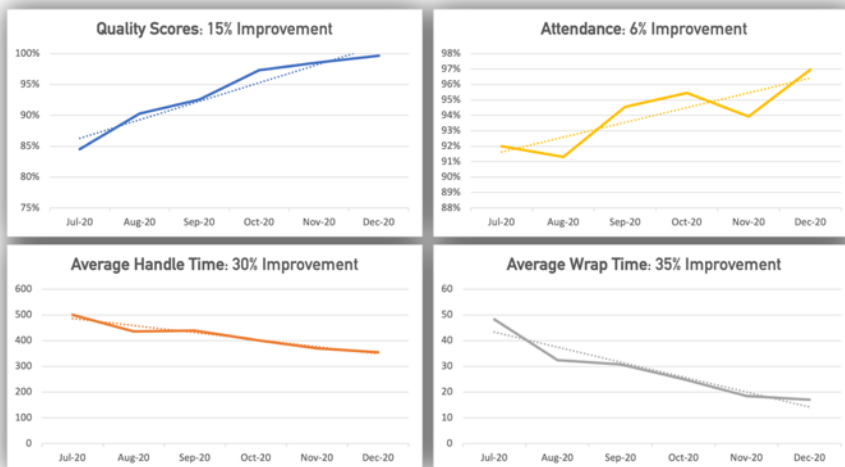- Employee Satisfaction
- Reduced Agent Attrition

Omni-Channel

CASE STUDY:
ACUITY FOR PERFORMANCE

Performance Gamification: Through Acuity's gamification solution, supervisors can create custom-themed games scored on desired KPI's aligned to business objectives, incentivizing and rewarding employees for achieving or exceeding performance goals. Agents compete for financial benefits, merchandise, or other incentives of choice. The application of gamification has vastly improved quality, morale, retention, attendance, and customer experience metrics while strengthening the overall workplace culture.

Overall Team Improvements:

Quality Scores: 15% Improvement

Attendance: 6% Improvement

Average Handle Time: 30% Improvement

Average Wrap Time: 35% Improvement

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KM² Solutions

INDUSTRY

- Auto Finance

SERVICES

- Collections
- Customer Care
- Funding
- Loan Verification

LOCATIONS

- St. Lucia

SUCCESS METRICS

- Optimized KPI's
- Outperformed Internal Teams
- Outperformed External Teams
- Dollars Collected

CASE STUDY:
AUTO LOANS COLLECTIONS

Story: A premier U.S. Auto Finance Company relies on KM² to support its subprime portfolio and credit-challenged customer base.

Opportunity:
- Inventory was aging and becoming less collectible
- The client wanted to optimize KPI performance over and above their targets with the internal team.

Approach:
- Develop system environment to facilitate importing daily collections files; transmit results at EOD
- Train/coach agents to effectively cure aging inventory as well as current inventory based on client procedures
- Implement dialer strategy and proactive omnichannel outreach campaign

Results:
- 124% metric achieved for dollars per agent per hour collected by KM² above internal performance
- Exceeded internal team performance expectations within the first 2 months of "go live"

Dollars Collected

Why KM² Solutions?

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KM² Solutions

CASE STUDY:
CASH FLOW & ROLL RATE

INDUSTRY

- Retail

SERVICES

- Inbound/Outbound
- Sales
- Cross-Sell/Up-Sell
- Accounts Receivable
- Billing

LOCATIONS

- Barbados

SUCCESS METRICS

- Increased Cash Flow
- Improved Roll Rate
- Exceeded Kept Rate
- Exceeded Dollars Collected

Story: KM² Solutions provides collections services for a U.S. Nonstore Retail company.

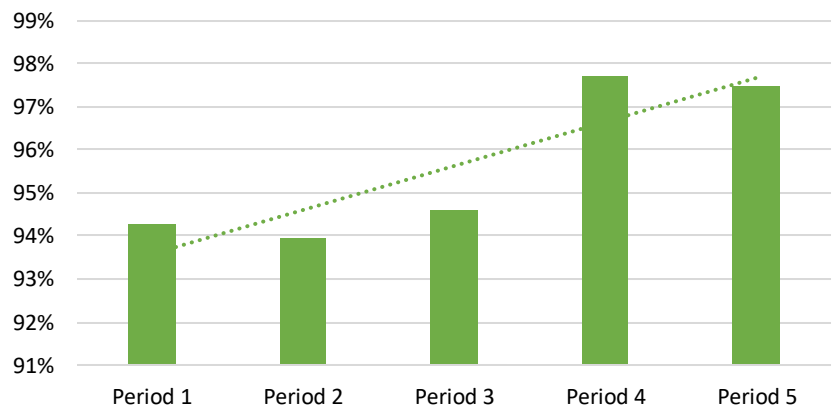**Opportunity:**

- Increase cash flow and improve roll rate significantly

Approach:

- Implemented collection strategies by dividing customer profiles by risk rating, debt balance, and delinquency age.
- Implemented a Promise to pay negotiation and scheduled follow-up strategy

Results:

- In the past six consecutive months (September 2020 – February 2021):
- 100% of the team exceeded the kept rate target.
- 92% of the team exceeded the dollars collected target.
- Surpassed no impact % target by 53% on average month over month Significant improvement in resolve rate (roll rate)

Roll Rate
(2 month rolling average)

Chart showing Roll Rate percentages: Period 1 ≈ 94.3%, Period 2 ≈ 93.9%, Period 3 ≈ 94.6%, Period 4 ≈ 97.5%, Period 5 ≈ 97.5%, with an upward trend line.

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CASE STUDY:
CHAMPION/CHALLENGER

KM² Solutions

INDUSTRY

- Telecommunications

SERVICES

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

LOCATIONS

- Honduras
- Colombia

SUCCESS METRICS

- Delinquent Updates
- Customers Upsold
- Customers Retained

Story: KM² Solutions provides voice and back-office services to a leading Fortune 500 Telecommunications company. KM² competes with vendor's in-house teams in a Champion/Challenger model for both Retention and Up-sell.

Opportunity:

- Improve performance and increase up-sells while maintaining company branding and a high level of customer experience
- Convert and up-sell customers withdrawing services

Approach:

- Establish a multi-step training process to cultivate a thorough knowledge base
- Develop an incentive plan to promote performance and branding
- Implement a coaching program to inspire, convey, and execute client methodology

Results:

- Exceeded contractual expectations for all service levels measured
- The client has continued to increase volume to KM² due to our consistent performance
- Client introduced new lines-of-business over time

Outperforming Legacy In-house Teams:

Metric	Target	Achieved
% of Delinquent Customer Updates	52%	77%
% of Customers Upsold	50%	62%
% of Customers Retained	60%	65%

Why KM² Solutions?

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KM² Solutions

CASE STUDY:
CLIENT IMPLEMENTATION

INDUSTRY

- Insurance

SERVICES

- Bilingual Phone
- Bilingual Chat
- Back-Office Processing

LOCATION

- Dominican Republic

SUCCESS METRICS

- Record Delivery Time
- Surpassed All KPI's
- Outperform Internal Teams Net on Average
- Full Staffing - Trained and Operational in 90 days
- No Implementation or Development Delays
- Due to Success Rates, New Lines of Business and Tasks Added

Summary: The KM² implementation team makes the onboarding process seamless, even with the most complex requirements.

Story: When one of the top ten U.S. insurance companies approached KM², it had limited outsourcing experience. With the requirement to cover four lines of business and bilingual inbound/outbound voice, chat, and back-office tasks for each, KM² rose to the challenge.

Despite the complexities, through close collaboration, the KM² implementation team executed flawlessly in not just implementing requirements within a 90-day window but also delivering over 300 implementation elements, with the added challenges of multi-system integration (inContact, Citrix) and training a full quota of staff remotely.

Client Testimonial:

"I want to thank the KM² team for their flexibility and attention to detail. Being able to pull off rolling out two different programs with different brands and channels, all in a virtual environment has been fun and exciting! I'm excited about our long-term future together as we move forward."

Our implementation team has worked on hundreds of client startups. Whatever the complexity of the task at hand, our deep experience and consistent track record of success make KM² Solutions your perfect outsourcing partner.

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KM² Solutions

CASE STUDY:
COLLECTIONS PERFORMANCE

INDUSTRY

- Auto Finance

SERVICES

- Customer Care
- Collections
- Loan Origination

LOCATIONS

- Barbados
- Honduras

SUCCESS METRICS

- Conversion Rate
- Same Day/Next Day
- Appointments per Hour
- Quality
- Surpassed All KPI's

Summary: KM² Solutions has been a strategic partner of a leading U.S. Consumer Financial Services Company for over eight years. KM² was tasked to collaborate with their team to find ways to improve collections performance in a multi-site environment.

Opportunity: Adjustment to account placement timing.
- Early-stage collections held until 15 days delinquent, which limited early account penetration
- Scheduling not heavily weighted during prime time

Approach: Change of placement timing to 5 days delinquent.
- Increased collections penetration
- Dialer digitized messaging
- Adjusted schedules to benefit from more hours in prime time

Results: Early-stage delinquency reduction through improved collection recovery.
- Improvement from 79.6% of account in early-stage recovery to 89.8%
- Dollars collected per hour increased by $252.
- With 71 total agents on the program, the client will see $37.25M more in incremental collections over the next 12 months.

Dollars Collected per Hour

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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KM² Solutions

INDUSTRY

- Healthcare

SERVICES

- Customer Care
- Scheduling
- Upsell
- Billing

LOCATIONS

- Honduras

SUCCESS METRICS

- Conversion Rate
- Same Day/Next Day
- Appointments per Hour
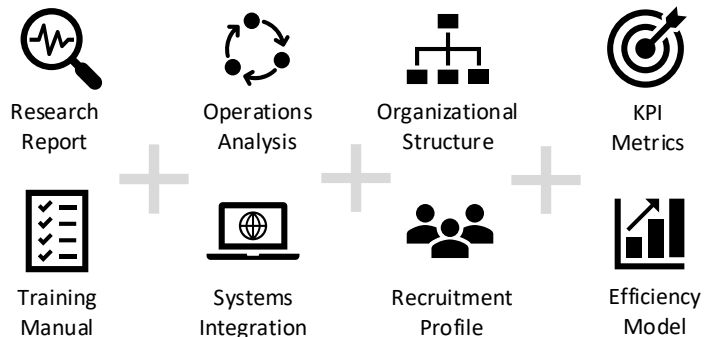- Appointments Kept
- Quality Score

Summary: KM² Solutions' consultative approach means we can successfully tailor programs to a client's specific needs. Through an immersive visit, we can use our knowledge and expertise to identify areas of improvement and systems integration opportunities.

Story: A top Dermatology Company in the U.S. with no prior outsourcing experience approached KM² to provide tailored solutions to aid the client's growth and productivity and foster patient trust. KM² Solutions dispatched an experienced operational team to analyze areas of opportunity over a 2-week immersed visit and draft a plan of action.

Key Issues Identified:

- No formal training material
- No standardized call flow
- No quality assurance or KPI's established
- Little integration between customer touch-points

Output of Consultation:

Research Report	Operations Analysis	Organizational Structure	KPI Metrics
Training Manual	Systems Integration	Recruitment Profile	Efficiency Model

After the visit, KM² distributed key documentation to the client that provided the roadmap for future success. Going forward, KM² could more easily integrate with the client's operations, meet desired metrics, and increase overall revenue.

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KM² Solutions

INDUSTRY

- Financial Services

SERVICES

- Customer Care
- Collections
- Loan Verification
- Lead Generation/Sales
- Data Entry
- Loan Servicing
- Chat

LOCATIONS

- Barbados
- Dominican Republic
- Grenada
- St. Lucia

SUCCESS METRICS

- Improved Performance
- Dollars Collected
- Kept Rate
- Cure Rate
- Penetration Rate

CASE STUDY:
EXCEEDED COLLECTIONS METRICS

Story: A leading U.S. Consumer Financial Services Company and strategic partner of KM² Solutions for over 20 years tasked KM² with improving collections metrics in a multi-site environment.

Opportunity: Account placement timing
- Early-stage collections held until 15 days delinquent
- Impact to collection account penetration
- Limited collection cycle

Approach: Change of placement timing to 5 days delinquent
- Increased collection penetration
- Dialer digitized messaging

Results: Early-stage delinquency reduction through improved collection recovery
- Improvement from 79.6% of account in early-stage recovery to 89.8%
- Improvement from 73.7% of dollar early-stage recovery to 86.3%

Year on Year Performance Improvement:

% of Account Collected	% of Amount Collected
79.60% → 89.80%	73.70% → 86.30%

KM² Performance (2021 & 2020 YTD) vs Target:

|	Promises Kept	Penetration Rate
Target	75%	200%
KM²	84%	515%

■ Target ■ KM²

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KM² Solutions

INDUSTRY

- Retail & eCommerce

SERVICES

- Inbound Voice
- Outbound Voice
- Back-Office Support

LOCATIONS

- Barbados

SUCCESS METRICS

- ACW
- Kept Rate
- Resolve Rate
- Upsell
- Calls/Hr
- Dollars/Hour

CASE STUDY:
IMPROVED UPSELL AND ACW

Summary: KM² Solutions provides voice and back-office services to a leading Retail and e-commerce company and one of the largest direct marketers in the US.

Opportunity:

- Improve performance by increasing the percentage of customers upsold and the amount of dollars upsold while becoming more efficient, specifically with ACW.

Approach:

- Establish a multi-step training process to cultivate a thorough knowledge base and enable macros in the client's CRM
- Develop an incentive plan to promote performance and branding
- Implement a coaching program to inspire, convey, and execute client methodology

Results:

- Decreased ACW by 24 seconds from its peak of 38 seconds, saving them $135K per year with 100 FTE

ACW Trend
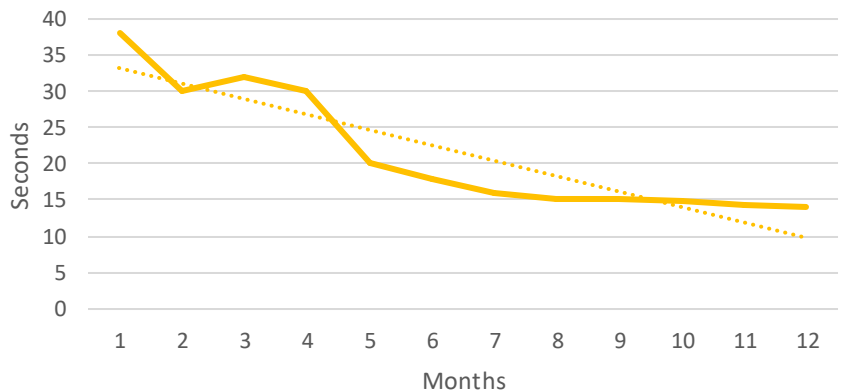
KM² Solutions

BENEFIT

KM² Solutions works closely with both our clients and internal teams to ensure that we maximize performance at every opportunity. We grow, and grow with, your business.
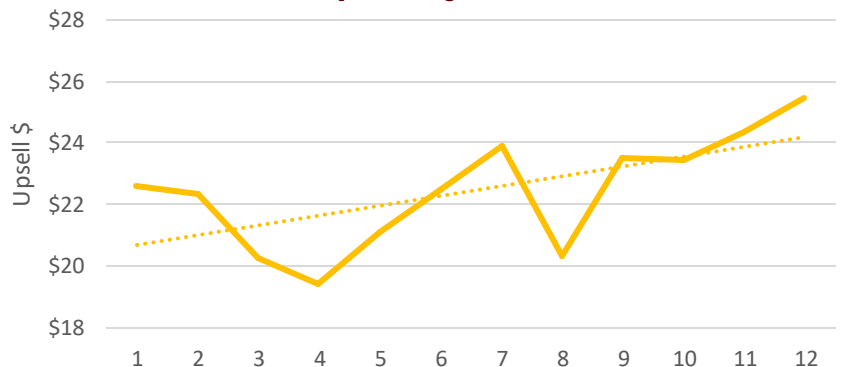
CASE STUDY:
IMPROVED UPSELL AND ACW

- Tripled number of customers upsold

Upsell % Increase by Month
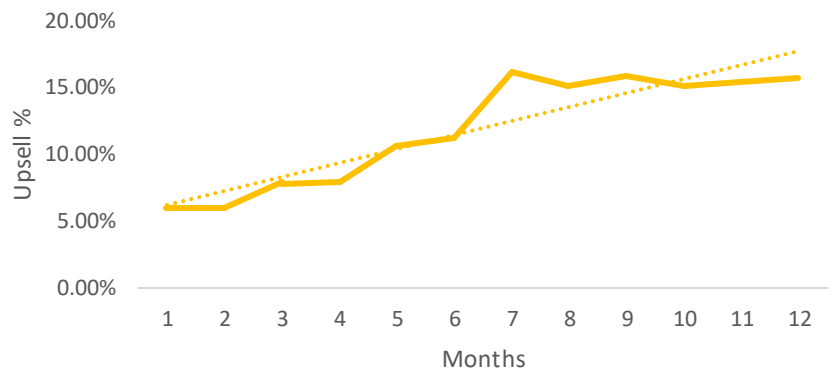
- Increased upsold dollars by an average of $3.00 per sale. Increase in upselling revenue of $374k with 100 FTE

Upsell by Dollars

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CASE STUDY:
INCREASED COLLECTIONS

INDUSTRY

- Auto Finance

SERVICES

- Collections
- Customer Care
- Funding
- Loan Verification

LOCATIONS

- Barbados

SUCCESS METRICS

- Increased Performance
- Increased Dollars Collected
- Added New LOB's
- Outperformed Onshore Teams

Story: A leading U.S. Subprime Auto Finance Provider relies on KM² for first-party, early-stage collections.
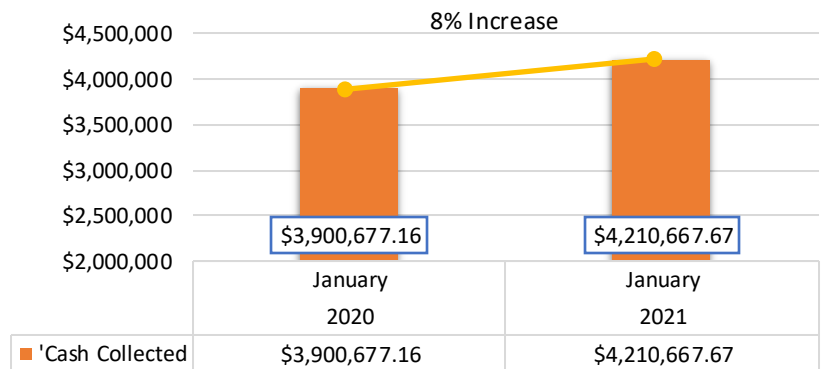
Opportunity:
- Subpar performance in dollars collected per hour.

Approach: Collaborated with client to assess and identify queueing strategy improvements, including:
- Identified challenges and made recommendations for improvement.
- Developed a strategy to improve team performance.
- Prioritized high-balance accounts.
- Implementation of a new dialer strategy.
- Changed time-of-day contacts.

Results:
- Increased collections performance consistently month over month in the past 12 consecutive months.
- Obtained client approval to handle payments above $1000 and payoffs.
- Cash performance improved by 8% from $3,900,677 in January 2020 to $4,210,667 in January 2021.
- Outperformed Stateside counterparts in Quality Scorecard.

	January 2020	January 2021
■ 'Cash Collected	$3,900,677.16	$4,210,667.67

8% Increase — $3,900,677.16 / $4,210,667.67

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KM² Solutions

CASE STUDY:
ISSUE RESOLUTION

Summary:
KM² Solutions provides Pre-Origination Support, Loan Servicing, Early-Stage Collections, and Bi-Lingual Support for a well-known U.S. Auto Finance company. During this relationship, our client acquired a new portfolio that required servicing by our team. As our Agents spoke with the customers on this newly acquired portfolio, situations immediately surfaced that could not be resolved by our agents. The training provided and the Knowledge Base tools used for this program did not provide clear guidance for our agents to resolve these issues for our clients' customers.

Story:
The issue occurring most frequently on the new portfolio involved customers stating that they had made the final payment on their loan on or before the due date but had not yet received the new title with the lienholder removed. Many of the customers were calling in daily to get this issue resolved.

Our agents escalated these issues to the client to verify that the vehicle loan had been paid in full, the funds had cleared, and the team managing the titles could trigger the release of the lienholder so the new title could be issued and sent to the customer. Once the client verified the loan was paid in full and gave our agents an ETA on the title release, our agents circled back with the customer to let them know and set the expectation on when they should receive a new title.

Resolution:
Because our program managers saw many instances of this issue, a complaint log was created. Our agents documented the log each time a complaint occurred. After accumulating enough data around this issue to illustrate the trend, we collaborated with the client to design a new process that included checks and balances. This ensured the title was released correctly after the payoff amount was made and the funds cleared.

INDUSTRY

- Finance Services

SERVICES

- Pre-Origination Support
- Customer Care
- Early-Stage Collections
- Bi-Lingual Support

LOCATIONS

- Colombia
- Dominican Republic
- St. Lucia

KEY METRICS

- CSAT/NPS
- First Call Resolution (FCR)
- Quality/Compliance Scores
- Roll Rates
- Average Payment Size
- Promise Kept Rate

CASE STUDY:
ISSUE RESOLUTION

Our existing agents were upskilled in the new process, and new training materials were created to ensure all new agents were trained in this area. We also updated the client's Knowledge Base tool and incorporated additional quality audits after implementing the new process to ensure this issue did not continue.

CLIENT ISSUE IDENTIFIED

ESCALATED TO CLIENT

AGENTS UPSKILLED

CUSTOMER ISSUE RESOLVED

TRAINING UPDATED

COMPLAINT LOG CREATED

By escalating this issue and quarterbacking it through to resolution both at the customer account level and at the program level, KM² was able to prevent this from happening in the future for our client. This effort resulted in improved CSAT/NPS, First Call Resolution (FCR), and a higher level of loyalty to our client's brand.

KM² Solutions views each incoming call as an opportunity to work with our clients to resolve issues before they happen. This approach creates real value and deep trust with our clients.

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KM² Solutions

INDUSTRY

- Auto Finance

SERVICES

- Customer Care
- Welcome Calls
- Loan Originations/Verifications
- Collections

LOCATIONS

- Barbados

SUCCESS METRICS

- AHT
- Calls Abandoned
- QA
- Calls Forecasted
- Calls Received
- Revenue

CASE STUDY:
LOWERING TCO

Summary: A premier U.S. Motorcycle Finance Company relies on KM² to provide exceptional customer service for its riders. As a new client of KM², we collaborated with them to lower their overall costs while maintaining their high brand loyalty and meeting established service levels.

Opportunity:

- The client has built their business over decades by building global brand recognition with a certain clientele
- Realizing new budget constraints, the client is challenged to maintain brand loyalty and service levels but at a lower cost of ownership

Approach:

- Establish a training process with thorough knowledge base and an acute understanding of the client's culture
- Employ incentive plans to promote superior performance and client image
- Implement a coaching program to inspire, convey, and execute client methodology

Results:

- Consistently beat quality goals and service levels since inception
- Drove AHT down by 27 seconds
- With 60 agents on the program, KM² was able to service the client's accounts with 7k fewer hours, saving the client over $114k

Reduction in AHT

Why KM² Solutions?

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KM² Solutions

CASE STUDY:
MULTIPLE GEOGRAPHIES

Summary: KM² Solutions operates multiple sites across six countries in the Caribbean and Latin America, allowing its clients high-level bilingual options, better performance, flexibility, and redundancy for business continuity purposes.

Story: A leading Financial Services Company in the U.S. relies on KM² for its outsourcing solutions across multiple lines-of-business. By leveraging four of our geographies, we can maximize agent performance through shared best practices and internal competition.

With a diverse geographic footprint, KM² has maintained business continuity when faced with localized events such as communications or infrastructure outages, climate and weather-related anomalies, or geopolitical-related shutdowns.

KM² only chooses locations in regions that provide access to a talented and well-educated workforce, robust technology infrastructure, and ease of access for clients. Clients in more than one location benefit from increased performance, better uptime, flexibility, and scalability and have access to more specialized skillsets.

INDUSTRY

- Financial Services

TASKS

- Loan Servicing
- Data Capture
- Data Processing
- Document Verification

LOCATIONS

- Barbados
- Dominican Republic
- Grenada
- St. Lucia

KEY ADVANTAGES

- Collective Learning
- Shared Best Practices
- Uncover Inconsistencies for Compliance
- Better Redundancy Capabilities

Why KM² Solutions?

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CASE STUDY:
MULTIPLE LINES OF BUSINESS

INDUSTRY

- Financial Services

SERVICES

- Customer Care
- Collections
- Loan Verification
- Lead Generation/Sales
- Data Entry
- Loan Servicing
- Chat

LOCATIONS

- Barbados
- Dominican Republic
- Grenada
- St. Lucia

SUCCESS METRICS

- Seamless Implementation
- Rapid Scalability
- Multi-Site, Multi-Geo Placement
- Bilingual Support

Summary: KM² Solutions wins new lines of business through a proven track record of success. We support our clients across the entire customer lifecycle and regularly implement new projects based on developing needs.

Story: A leading Consumer Financial Services Company has been a strategic partner of KM² for over 15 years. Having started with just 20 FTE performing basic call services, we now have over 600 agents working in multiple geos and across multiple lines of business. KM² is viewed as a tried, trusted, and flexible partner, able to take on new challenges and win new business over time.

In the initial stages of the partnership, KM² primarily serviced welcome calls and support functions. As we outperformed in those tasks, the client expanded our scope of work. Today, we additionally provide collections, loan verification, sales, back-office processing, and chat services.

Implementation of Services Timeline:
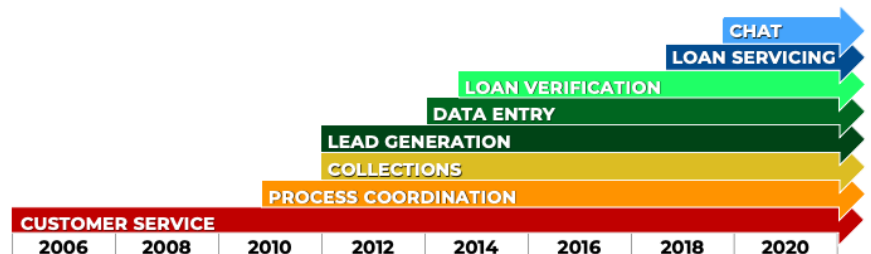
With multiple contact centers across six geographies, KM² Solutions provides bilingual support and multiple levels of business continuity. KM² Solutions can also leverage talent across the organization to drive improved performance results.

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KM² Solutions

INDUSTRY

- Auto Finance

TASKS

- Bilingual Phone
- IB/OB Collections
- IB/OB Pre-Funding
- Back-Office Processing
- New Deal Funding

LOCATIONS

- Dominican Republic
- Grenada
- St. Lucia

KEY DIFFERENTIATORS

- Proximity to the U.S.
- Cultural Empathy
- Ease of Doing Business
- Bilingual Support

CASE STUDY:
NEARSHORE VS OFFSHORE

Story: KM² Solutions is partnering with a major U.S. Auto Finance Company with offshore locations in the Philippines. KM² competes against these offshore vendors with our nearshore teams based in the Dominican Republic, Grenada, and St. Lucia. In both voice and back-office services, KM² unanimously outperforms.

Summary: KM² consistently outperforms the clients' offshore provider while increasing volume and expanding into additional KM² nearshore geographies.

- Grew program in size by nearly 500% while maintaining competitive performance vs. their other established offshore provider (2+ years).

- Launched new LOB successfully, which brought the queue back into managed status.

- Regularly outperform competing providers on collection metrics ($ collected and roll rate).

For this client, some data is shared related to agent performance in various geographies. Through direct comparison, KM² nearshore agents score consistently higher than the client's offshore locations.

Key Performance Data:

Year Totals
Aug '19 - Aug '20

Win Rate % vs. Offshore ($ Collected 1-30 days past due)	67%
Win Rate % vs. Offshore ($ Collected 31-50 days past due)	58%
Overall QA % for Year	96.96% (Goal 95%)

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KM² Solutions

CASE STUDY:
ORDER TAKING PERFORMANCE

INDUSTRY

- Retail & eCommerce

SERVICES

- Order Taking
- Order Processing
- Upsell
- Loan Verification

LOCATIONS

- Honduras

SUCCESS METRICS

- Conversion Rate
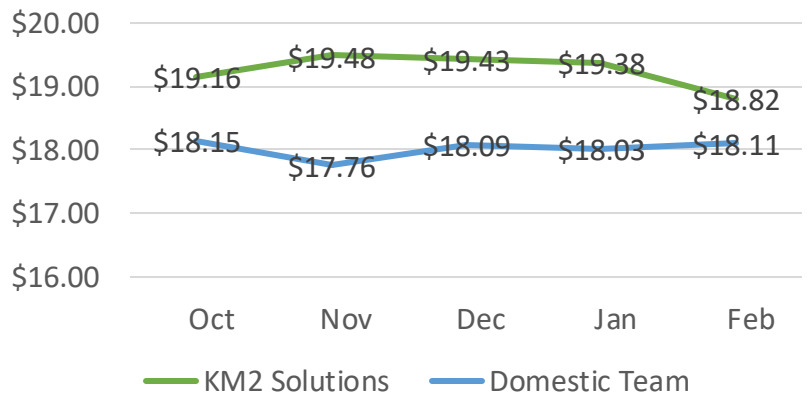- Average Handle Time
- Check Size

Story: KM² Solutions partnered with a premier take-out order processing organization in the U.S. to complement their stateside contact center, processing billions in sales for thousands of locations across dozens of top brands.

Approach: KM² agents handled order-taking, upselling, and processing across three of their top brands simultaneously with set KPI goals on Conversion Rate, Handle Time, and Check Size while directly competing with the client's U.S. domestic team.

Results:
KM² not only exceeded all goals set but outperformed their U.S. equivalents across all KPI's, increasing Check Size by 7% more than the client's domestic team. This means more revenue and higher margins per order.

Check Size

	Oct	Nov	Dec	Jan	Feb
KM2 Solutions	$19.16	$19.48	$19.43	$19.38	$18.82
Domestic Team	$18.15	$17.76	$18.09	$18.03	$18.11

— KM2 Solutions — Domestic Team

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KM² Solutions

CASE STUDY:
PERFORMANCE ADAPTABILITY

INDUSTRY

- Financial Services

TASKS

- Collections
- Loan Servicing
- Data Capture
- Data Processing
- Document Verification

LOCATIONS

- Barbados
- Grenada
- Honduras
- St. Lucia

SUCCESS METRICS

- Increased Collection Dollars
- Identified Performance Gaps
- Improved Roll Rate
- Increased Collected Dollars Per Hour

Story: A leading Financial Services Company in the U.S. relies on KM² for Verification, Loss Mitigation, and Collections services. KM² can quickly adapt to changes in KPI's and performance objectives.

Opportunity:
- Rapidly increase $/RPC (Productivity) due to KPI change in January
- Identify opportunities to improve collections efficiency to consistently exceed performance in dollars per hour in Early and Mid-Stage Collections.

Approach:
- Identify significant performance gaps in the bottom-performing tier
- Implement dialer strategy and proactive omnichannel outreach campaign

Results:
- Increased collections performance by 8% within 45-60 days, resulting in an increase of cash flow of $1.2 million

Increased Collected $/per Hour:

	January	March
Inbound	$242.48	$252.12
Early Stage	$250.74	$275.63
Mid Stage	$251.99	$279.07

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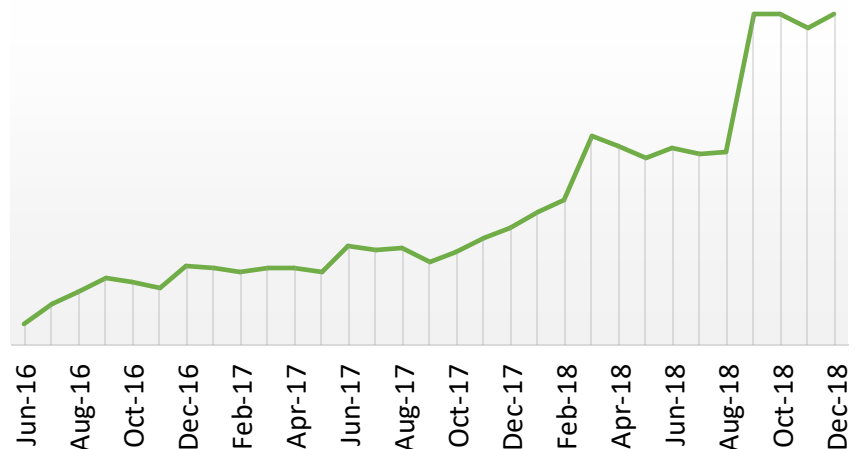
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CASE STUDY:
RAPIDLY SCALING CLIENT

KM² Solutions

INDUSTRY

- Auto Finance

SERVICES

- Customer Care
- Collections
- Loan Origination

LOCATIONS

- Barbados
- Honduras

SUCCESS METRICS

- Conversion Rate
- Same Day/Next Day
- Appointments per Hour
- Quality
- Surpassed All KPI's

Summary: KM² Solutions can rapidly scale with clients in scope and size, increasing both services offered and geographic locations for business continuity purposes. KM² responds quickly and seamlessly to scaling its solutions to meet clients' needs.

Summary: KM² is partnered with a popular auto finance client and a fast-growing business that leverages our business for customer service and collections outsourcing. Growth levers for this client have included M&A, rapid organic growth, and industry partnerships. We have been able to rapidly add quality agents and tenured supervisors as the expansion needs continued. Quality and performance remain constant during these scaling periods.

Staffing these programs in high growth periods is quickly completed, given our strong HR departments and efficient recruitment marketing.

Revenue Growth Following Client Platform Acquisitions:

Jun-16, Aug-16, Oct-16, Dec-16, Feb-17, Apr-17, Jun-17, Aug-17, Oct-17, Dec-17, Feb-18, Apr-18, Jun-18, Aug-18, Oct-18, Dec-18

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KM² Solutions

CASE STUDY:
REMOTE TRAINING

INDUSTRY

- Healthcare

SERVICES

- Bilingual Phone
- Inbound Scheduling
- Outbound Scheduling
- Back-Office Processing
- Fax Follow-up
- Inbound Fax Data Capture

LOCATIONS

- Colombia
- Honduras

SUCCESS METRICS

- Rapid Rollout
- Flexible Scheduling
- Multisite & WFH Deployment
- Maintained Quality
- Cost Savings

Summary: KM² Solutions can simultaneously train teams across multiple geographies for on-site and work-from-home deployment, reducing training time and costs while matching overall performance.

Story: KM² is partnered with a well-known U.S. Medical Diagnostics Company, providing bilingual Customer Care and Back-Office services across two of our geographies.

Our flexible training toolkit and robust technology platform allowed us to train 100 agents across multiple geographies remotely, with over half of those agents operating on a secured, WFH basis. This included new hires from nesting through to production.

Remote training allows for synergy between programs. Agents split over multiple locations can be taught at the same cadence on flexible schedules. This unified approach allows for greater continuity in terms of knowledge base and ease of virtual client interaction throughout the process.

Remote Training - Goals Attained:

Rapid rollout of class while maintaining quality and performance standards.

Grew total team to 100 agents - including the launch of a 2nd site in under 3 months.

Added back-office functionality (fax) "on-the-fly" (approx. one-week implementation) based on unexpected client need.

KM² Solutions surpasses all metrics goals the client sets and regularly outperforms the client's internal team regarding efficiency and productivity. Performance data showed that our remote training scenario matched an on-site scenario while dramatically decreasing the time taken and costs incurred.

Why KM² Solutions?

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KM² Solutions

INDUSTRY

- Travel & Hospitality

SITE LOCATION

- St. Lucia

CALL TYPES (HOST)

- Listing Management
  - Creation
  - Photos
  - Bookings
  - Fee Schedules
  - Payments
- Calendar Management
- Conflict Resolution
- Tax Questions
- Platform Navigation
- Host Coaching

CALL TYPES (GUEST)

- Guest Support (Pre-Travel)
  - Platform/Booking Support
  - Cancellations
  - Reschedules
  - Refunds
- Guest Care (During Travel)
  - Listing Inaccuracies
  - Access Issues
  - Lockouts
  - Early Departures
  - Non-Responsive Hosts
  - Conflicts

CLIENT CASE STUDY:
TRAVEL & HOSPITALITY

Summary: KM² Solutions has been partnered with the largest grossing US online travel booking and vacation rental marketplace company since 2018. KM² is tasked with providing pre, during, and post-travel support for both hosts and guests handling English language contacts (Voice, Email, Chat) from the North Americas, UK, EU, and Asia-Pacific markets.

Story: Having launched with a pilot team of 25 agents, KM² was able to ramp this initial team to full proficiency in just 6 weeks, adding an additional class of 25 agents on week 4. Today, KM² provides over 200 FTEs for the client and is recognized as a preferred provider, entrusted with handling Premier VIP calls.

KM² - Rapid Ramp to Proficiency
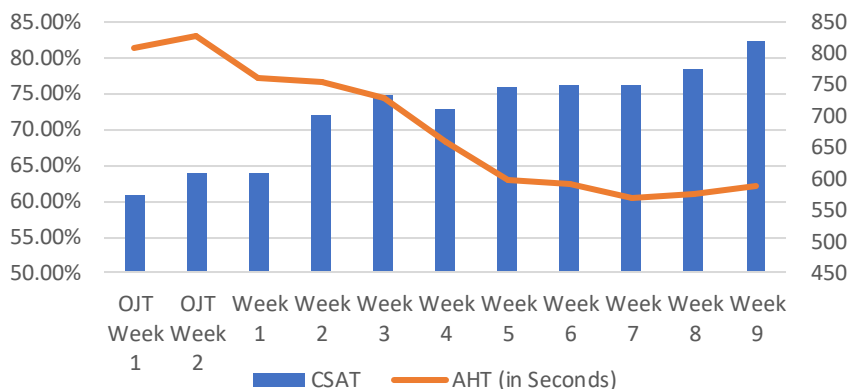
KM² has consistently outperformed competing vendors in both the nearshore (LatAm) and offshore (Philippines) in CX metrics, with competitive CSATs and a best-in-class AHT.

KM² vs. Other Providers: CSAT and AHT

CLIENT CASE STUDY:
TRAVEL & HOSPITALITY

SUCCESS METRICS

~15%
LOWER AHT
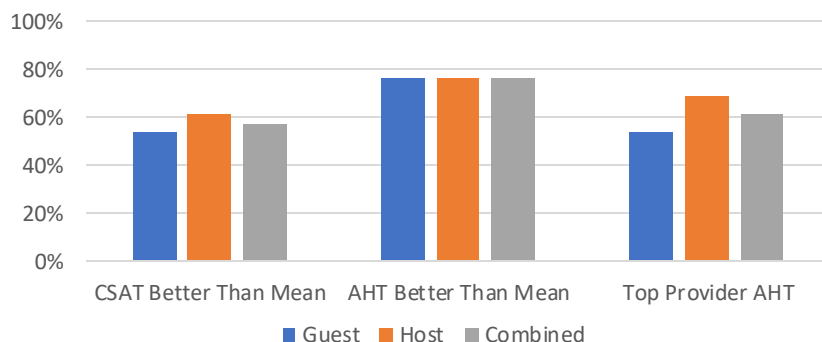
"Our tenured agents worked closely with QA to identify opportunities to create greater efficiencies while still maintaining quality.
AHT is a KPI we worked particularly hard on and are very proud to be consistently outperforming our competitors and driving better performance for our client."
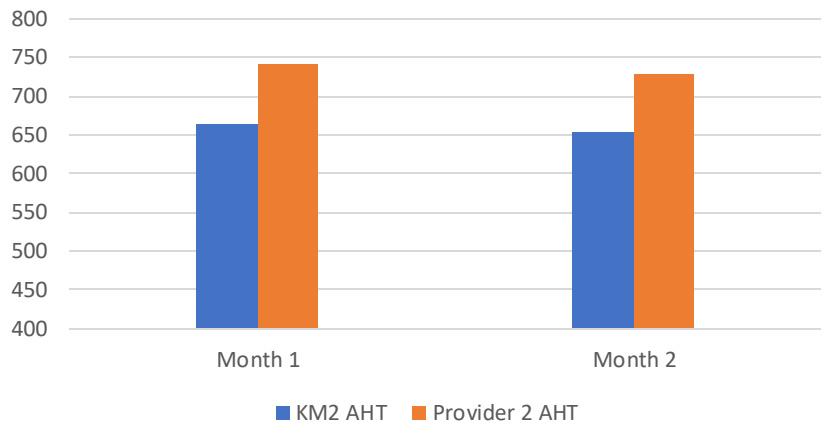
- KM² Operations Manager

Average Handle Time (AHT) vs. Other Vendors:
KM² Solutions AHT for this client typically trends between 10-15% lower than all other providers allowing our agents to take more calls resulting in improved efficiency and a significant cost-benefit for our client.

KM² Host AHT

Legend: ■ KM2 AHT ■ Provider 2 AHT

KM² Guest AHT

Legend: ■ KM2 AHT ■ Provider 2 AHT ■ Provider 3 AHT

CLIENT CASE STUDY:
TRAVEL & HOSPITALITY
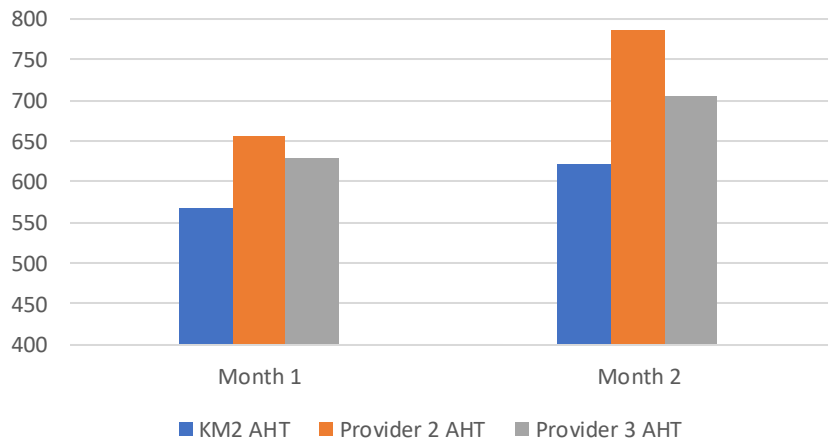
KEY METRICS

- Customer Satisfaction (CSATs)
- Average Handle Time (AHT)
- Resolution Rate
- Pitch
- Inbound Conversion

HYBRID MODEL

- 140 Agents on Secure WFH
- 60 Agents On-Site
- 20 Agents in Training (Growth)
- 24hr Operation

PERFORMANCE

For this client, KM² Solutions utilizes the Acuity Performance Management and Employee Engagement Platform. This helps optimize people, processes, and technology. In turn, this enhances the employee experience, strengthens culture, and drives better overall performance while reducing attrition.
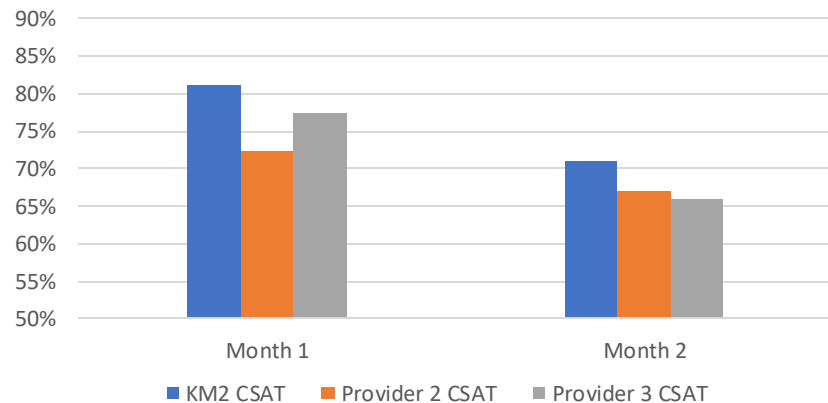
Outperforming CSATs vs. Other Vendors:

Even with the pandemic presenting challenges in the travel space KM² has consistently outperformed its competitors in Customer Satisfaction.

KM² Host CSAT

(Bar chart: KM2 CSAT vs. Provider 2 CSAT over Month 1 and Month 2, y-axis 70.0% to 90.0%)

- KM2 CSAT
- Provider 2 CSAT

KM² Guest CSAT

(Bar chart: KM2 CSAT, Provider 2 CSAT, Provider 3 CSAT over Month 1 and Month 2, y-axis 50% to 90%)
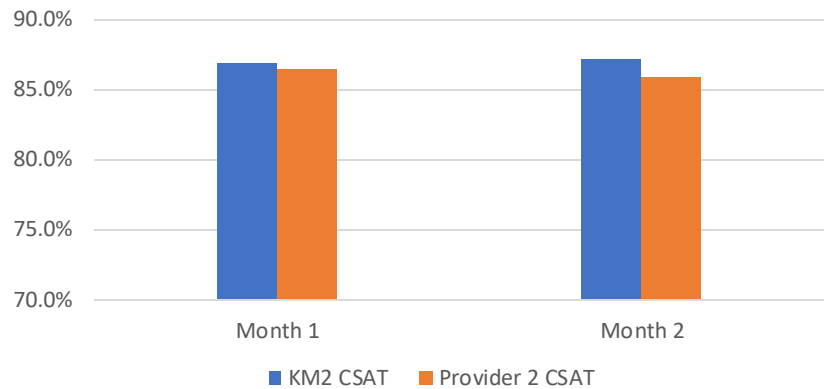
- KM2 CSAT
- Provider 2 CSAT
- Provider 3 CSAT

Flexible Work Platform:

KM² Solutions currently services this client with a blended approach. Approximately 70% of our agents are operating on our secure, work-from-home (WFH) model with the remainder on-site.

KM² Solutions hybrid model, and multi-site, multi-geo footprint provides clients with additional layers of risk-mitigation and business continuity measures to ensure seamless operations in any eventuality.

CLIENT CASE STUDY:
TRAVEL & HOSPITALITY

KM² Solutions

TIMELINE

Client/KM² Relationship Timeline:

APR 2018 — Launch with 25 Host Support agents

JUN 2018 — First full production month

NOV 2018 — Selected to provide UK Host (Partner) Support launched team of 10 agents

MAY 2019 — Added NA Guest (Partner) Support team of 40 agents

NOV 2019 — Selected as a preferred provider for Premier VIP calls (based on quality/CSAT performance)

JAN 2020 — Surpassed the 200 HC mark

NOV 2020 — Selected to provide support for EU (Netherlands)

JUL 2021 — Addition of Guest Care agents

AUG 2021 — Addition of APAC volume

APR 2023 — NPS soft-launched as the metric of focus for 2024

APR 2024 — KM² restructures Training & Quality team to provide a full CX-focused support team (with a new leader)

JUN 2024 — KM² becomes consistent top performer on NPS

JUL 2024 — Selected as the only vendor to pilot their new MUVR (multi-unit vacation rental) program – to success!

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

CASE STUDY:
TRUE COST SAVINGS

INDUSTRY

- Auto Finance

SERVICES

- Customer Care
- Collections
- Loan Origination

LOCATIONS

- Barbados
- Honduras

SUCCESS METRICS

- Conversion Rate
- Same Day/Next Day
- Appointments per Hour
- Quality
- Surpassed All KPI's

Summary: KM² Solutions provides outsourcing solutions at over 50% less cost than domestic operations and consistently outperforms all KPIs.

Story: KM² Solutions has partnered with a well-known Auto Finance Company for over ten years. With two domestic sites operational in Atlanta and Houston, KM² was initially approached as a nearshore alternative to support Customer Care and Collections.

Through close consultation with the client's CFO and a deep dive into their fully burdened cost-per-agent, taking into account factors often overlooked such as utilities and benefits, it was revealed that KM² Solutions' all-in cost was more than half the cost of their domestic equivalents.

Cost Benefit Analysis:

Cost Comparison (Hourly Rate)			
Captive/Domestic US*	$USD	Average Nearshore**	$USD
Labor, Benefits & Taxes	$13.50	Labor, Benefits & Taxes	
Vacations/Holidays	$2.35	Vacations/Holidays	
Site Management, HR	$2.62	Site Management, HR	
QA, Trainer	$1.75	QA, Trainer	**Total**
Attrition	$1.43	Attrition	**13.50**
IT Support	$1.66	IT Support	
Facilities/Utilities	$1.69	Facilities/Utilities	
Overhead, Supervisor, Other	$4.90	Overhead, Supervisor, Other	
Total Hourly Rate/Agent	$29.90	Domestic-Nearshore Difference	$16.40

*Approximate   **Based on Caribbean/LatAm Call Center

KM² Solutions remains the client's sole outsourcing provider and has increased agent headcount threefold, expanded into our Honduras site, and added bilingual support. Our teams consistently outperform all key metrics and continue to set record-breaking months.

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KM² Solutions

CASE STUDY:
WORK-FROM-HOME (WFH)

INDUSTRY

- Financial Services

TASKS

- Loan Servicing
- Data Capture
- Data Processing
- Document Verification

LOCATIONS

- Barbados
- Colombia
- Dominican Republic
- Grenada
- Honduras
- St. Lucia

SUCCESS METRICS

- Maintained Uptime
- Better Productivity
- Flexible Scheduling
- Schedule Adherence
- Employee Satisfaction

Summary: KM² Solutions prides itself on its ability to adapt quickly to clients' needs in any eventuality. Our successful Work-From-Home (WFH) model is one of many Business Continuity Measures. KM² can rapidly deploy secure WFH solutions for its clients while ensuring operational continuity.

Story: A well-known financial services company relies on KM2 to provide outsourcing solutions across multiple geographies. In the event of crises such as the COVID-19 Pandemic, KM² can quickly migrate agents to a secure WFH model using end-to-end encryption and multifactor authentication on locked-down desktops. KM² Solutions can, on client approval, ensure operational continuity within a typical 24-72hr turnaround, depending on the number of agents required.

WFH Agent Deployment:
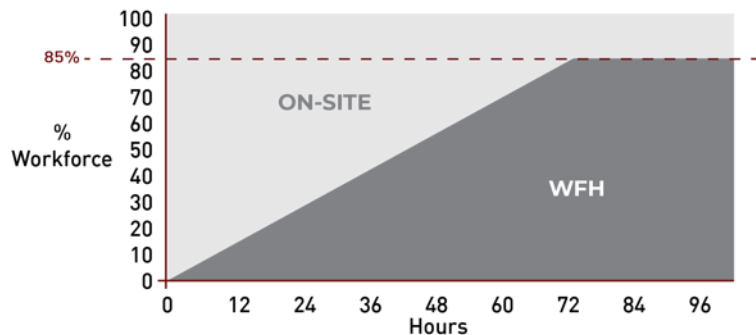
WFH Implementation Procedure:

- WFH first requires approval from the client.
- Next, we assess each agent's home network and physical location in order to provide the client with a quick estimate of the total number of agents eligible for this program.
- Next, our local I.T. teams configure and distribute workstations at selected agents' homes.
- Depending on the number of agents, this solution can be distributed in 24-72 hours.

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