



streetsmart Call Centre



Leadership through Breakthrough Business Solutions



Visionary

Leadership

Commitment

streetsmart Call Centre is no ordinary consultancy. Our niche is to deliver worldwide consultancy and operational management of call centres to the call centre and BPO industries using a unique model. Our model taps into the greatest minds in the industry and these specialist consultants work to deliver a seamless solution to clients on a worldwide basis.

Our network of consultants work in conjunction with our lead country

Our Solutions are Proven to Work

Our goal is to provide solutions that are “street-smart” for our clients. We define street-smart solutions as those that have been proven to work by the most successful practitioners in the industry. The solutions are based on actual experience or documented industry case studies.

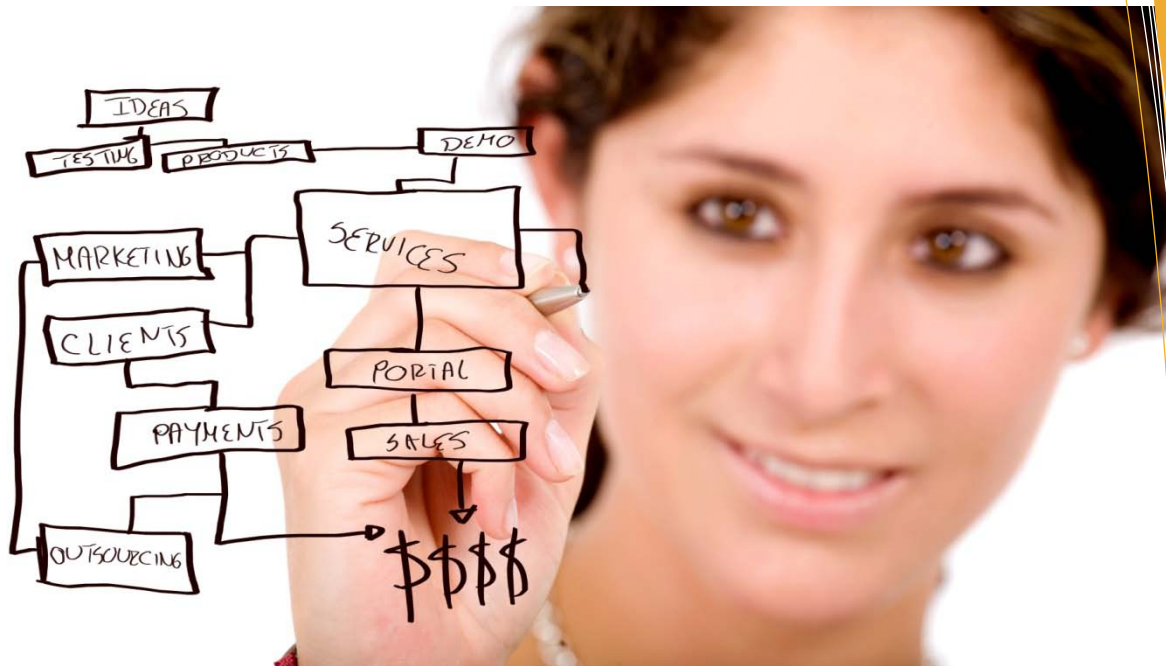
We provide companies with solutions which lead to breakthrough business outcomes



Strategy



Redefining Excellence in the Call Centre & BPO Industries



Our worldwide consultants are industry specialists offering a full suite of services to the call centre and BPO industries including:

- Customer Channel Optimization (CCO)
- Converting a cost centre into a profit centre
- Reducing call centre costs without reducing customer loyalty
- Evolving a call centre into multi-medium management
- Establishing an outsource business including project management
- Mergers and acquisitions preparation, evaluation and project management
- Professional management of all aspects of call centre operations
- Operational structure, process mapping and efficiency modelling
- Determining the best solution for call centre management
- Selecting the right vendor for outsourcing or offshoring
- Technology solution, vendor selection & project management of IT implementations
- Enterprise Content Management (ECM)
- Customer life cycle management
- Increasing customer spend using the call centre
- Increasing revenue from other channels such as the web, utilising the call centre
- Site evaluation and selection for call centre facilities
- Multilingual management of services
- BPO process mapping for efficient and SLA management

Reliability and the assurance of achieving high value business outcomes from leaders in the industry

Global Collaboration



Global Servicing

Industry Leaders

Proven Solutions

Efficient Delivery

Become a leader in your industry by selecting the best talent in the call centre and BPO industry worldwide

Industries Serviced

- Telecommunications
- IT
- E-commerce
- Insurance
- Financial Services
- Travel
- Health
- Retail
- Government
- Logistics
- Automotive
- Debt Collection
- Direct Response
- Pharmaceutical
- Real estate

Countries Serviced

- Australia & NZ
- USA
- UK
- China
- Hong Kong
- India
- Pakistan
- Bangladesh
- Philippines
- Malaysia
- Singapore
- Africa
- Middle East
- Europe
- South America

Our Contact Details

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