



Logistics Provider Couldn't Keep Up with Their Growing Customer Base Outsourcing Proves to be the Most Efficient and Effective Solution

The Challenge:

A California based delivery logistics provider was experiencing rapid growth among its customers and experiencing major growing pains in the area of customer service and satisfaction. Customer support and satisfaction was at an all-time low at a mere 56%. The rapid growth in their customer base proved to be too much for this company to manage everything internally with their current customer care program. In 2008 the provider knew it needed to change its overall approach and strategy when it came to managing their customer service.

The Solution:

FSCC became the logistics provider's partner of choice. From the beginning of the relationship, FSCC knew it needed to help revamp the provider's customer service training initiatives to increase and improve first call resolution, order follow up, and proper case management practices. FSCC was also able to provide expanded hours of operation, allowing more flexibility to customers when seeking delivery resolutions. But, the most valuable solution that FSCC provides this partner is its overall customer care expertise and scalability. FSCC has been able to effectively grow with the business while keeping costs down and increasing customer service ratings to historic highs.

The Results:

The provider has seen customer service ratings increase every year since launch, with an overall increase of 38.5%. After 3 years the company's annual customer and carrier satisfaction study found that overall satisfaction is now at 91%. This is the highest rating that the company has ever seen in its history of doing business. As FSCC is able to help increase customer satisfaction we are also managing nearly double the call volume since the launch of the program. The provider's business has been growing steadily year after year, when the partnership began, and has seen a number of new retail shipping business customers come on board. During this time of extreme growth FSCC has been able to keep call center and customer service costs low and nearly flat, while handling 76% more volume. FSCC has also expanded its services to manage the provider's customer service emails, social media engagements, operational coverage, and reporting functionality. The efficiencies provided by FSCC have saved the client millions of dollars, and has allowed for flexible business development initiatives.

Our client's vice president of operations had this to share about their experience with FSCC:

"In general we have found the quality of the agents and the management staff to be very high and the values and actions of FSCC as a company to be of the highest order. I recommend them strongly and would welcome any contact should further feedback be required."