

SUCCESS STORY

LAST MILE DELIVERY

We are a leading provider of business process outsourcing and data analytics services. Partnered with a leading enterprise only, retail branded provider of fulfillment and last mile delivery services in the United States.

We have forged a strong bond that not only achieves greater efficiency and cost-effectiveness but also aligns with their shared commitment to customer service excellence. KIVO has successfully assimilated their partner's culture and best practices, enabling us to deliver a seamless customer experience across every touchpoint.

Within a short span of 9 months, KIVO took on **90%** of our partner's, delivering a wide range of operational support services with top talent from Guatemala.

Through our relationship we have been able to transform our partners needs. Our partnership has resulted in exceptional outcomes, letting the partner focus on core business activities while KIVO handles the operational heavy-lifting. We have established a collaborative partnership that sets a high standard for the industry.

LOCATION



KIVO proposed Guatemala as a premium nearshore location to match the growing demand, with a qualifying working force and a rich work ethic culture. Guatemala has a well-educated and bilingual workforce, which allows us to provide high-quality services in multiple languages.

COVERING GIG OPERATION

- Chat and email support
- Delivery track and trace
- Proof of delivery review
- Payments support
- Order correction
- Fraud detection
- Driver engagement
- Instore flex workforce

PARTNERS CULTURE



ATTRITION BELOW **15%**

MAIN ACHIEVEMENTS

Runway extension 162%	Chats per hour improvement 10 to 18 <small>MAINTAINING 90% OF CSAT</small>	Responses time improvement 3 minutes to 13 Seconds	CSAT 80% to 90% <small>ENGLISH & SPANISH USERS</small>
Saving money orders 2,400 <small>OVER 6 MONTHS</small>	Driver reactivation 15% INCREASE	Outbound calls 180 <small>PER DAY/FTE</small>	Fraud detected 14% <small>OF OFFENDERS BLOCKED/RETRAINED</small>



PERFORMANCE CARE

After three months of thorough data collection, we studied the daily tasks of intensive process operators to streamline and optimize their workflow. Resulting in better KPI benchmarks.

Our data-driven model, uses customized KPIs to easily monitor individual operator progress. Implementing a time management tool to help employees optimize their use of time and boost productiveness, keeping track of their activity.

This resulted in improved in-house productivity, scalability, and streamlined SOPs, ultimately transforming the company's performance metrics.

"Daring to transform everyday so you can achieve your dreams"



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