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PROJECT IMPLEMENTATION METHODOLOGY

The implementation phase of a new project is crucial to ensure the right foundation is laid out for delivering our services. 5CA's project implementation methodology is the framework for each new project; together with our clients' project characteristics and specific requirements, the implementation plan is constructed.



Statement of Work

First of all, a Project Manager needs to be assigned by the client and 5CA. These Project Managers will be the Single Points of Contact throughout the implementation phase. Both parties work together in creating a Statement of Work (SoW), in which all steps and responsible parties are described, including deadlines for each step.

Technical Implementation

After both parties have agreed upon the SoW, the technical implementation can be started (e.g. access to systems and tools, telecom & IVR set-up and reporting). Considering 5CA's experience, the ease of our systems & applications and the flexibility of our providers, the technical implementation is usually not complicated. Nevertheless, we always take our time to make sure all aspects are tested & working well in advance of the start of the project.

Recruitment & Selection

It is essential to start the process for recruiting and/or selecting the people to do the job as soon as possible. Providing high quality services starts with the recruitment & selection process. 5CA always deploys employees who are native speakers or highly proficient in the supported languages. 5CA has an excellent recruitment and selection process in place that enables us to staff the team with the technical and soft skills that are needed. All candidates are screened and tested using a skill matrix that is developed together with our clients.

Training

Training is a crucial stage of project implementation. 5CA has different training methods in place, which are all used on a frequent basis: class room (on-site) training, train-the-trainer, and web based training. For each new client, a customized initial training program will be developed, which covers product & procedures and soft skills & behavioral training. Every training includes one or more exams, which determine who will be allowed on the project. All knowledge is documented in 5CA's knowledge database and standard operating procedures for training.

Go Live

During the implementation phase 5CA and the client have agreed upon communication workflows. Especially during the start-up phase of the project, there is continuous contact between our client and 5CA to ensure a good start of the project and our services. 5CA actively monitors quality of service. On average 5-10% of all calls & tickets handled are being evaluated by Quality Assurance Agents. Analysis is carried out on a daily, weekly and monthly basis, results compared to client's requirements (Service Level Agreement) and improvement plans are launched immediately. Up-training and refresher trainings are provided on a continuous basis. 5CA has its own training labs in place for ongoing training and practice.



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www.5ca.com

Our Company

5CA, founded in 1998 and headquartered in The Netherlands, is a global provider of outsourced customer support services. We serve our clients from our 24/7 contact center in Buenos Aires, Argentina. We specialize in technical support and customer care services and provide these services in approximately 20 languages.

Our state-of-the art contact center system offers an integrated approach to phone, e-mail and chat services, enabling us to provide the high quality solution you are looking for. Moreover, we offer a very flexible pricing model, suitable for any kind of business, from start-ups to multinational enterprises.

Technical Support

Technical support has been our core business since the foundation of our company in 1998, and there are very few companies in the world that can offer the expertise, variety and flexibility that 5CA can offer in this area.

Especially in the rapidly evolving technology market, professional pre- and after-sales services are essential in maintaining a competitive market position. The trend that can be seen throughout the last decade is that more and more companies turn their technical support offering into a competitive advantage.

Customer Care

Customer satisfaction and retention is of crucial importance in the modern world. Personalized attention, fast response times and a top-notch customer service is an essential element to achieve this goal.

Whether it is a question of providing information to a customer or responding to their problems, you need to offer a high level of service to your customers, which differentiates your company from your competitors, reinforces your brand image, and strengthens the bond that you have with your customers.

Experience and Clients

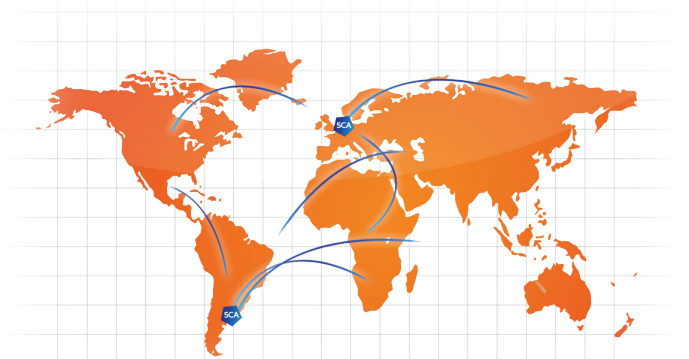
5CA has more than 10 years of experience with customer support. From our centralized contact center we provide a global service to a wide variety of companies. Some examples of industries we serve are:

NETWORKING & CONNECTIVITY	GAMING
CONSUMER ELECTRONICS	eCOMMERCE



Why 5CA?

- Multilingual** 20 languages from Argentina
- Global** centralized 24/7 customer support
- Quality** European management & quality standards
- Flexibility** variable & competitive pricing model
- Experience** 13 years working with industry leaders



Are you interested in finding out what 5CA could do for your company? Visit our website at www.5ca.com or contact our Sales Department at +31 30 607 4609 or +1 408 677 2989.



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