



Are you struggling to hire and keep labor costs down?

COVID caused most companies to send employees home to work. Companies with little WAH experience have seen productivity and quality reductions in the WAH environment. They are having trouble getting employees to return to sites and hiring as they ramp back up. With pending minimum wage increases coming, this might be the time to consider far-shore outsourcing now that those positions can work remotely.

Problem



Unexperienced companies are struggling with WAH



Companies are struggling to hire



Wage Increases are coming



Senture Solutions

- ✓ Global Operations
- ✓ 100% On-site Production
- ✓ Unsaturated Talent Pool



- ✓ US based Program Management
- ✓ On-site Management
- ✓ Dedicated Training and Quality



- ✓ Offshore Price Point
- ✓ Employee Engagement & Perks
- ✓ Low Attrition Rate



Staffing managed by Senture US Account Management & Technology

Lead Development
Appointment Setting
Qualification
Sales

Nurses/Remote Patient Monitoring
Clinic Admin/ Scheduling
Insurance / Billing
Scheduling / Claims / Verification

Loan sales / Approvals
Accounting / Pay roll
Billing / Receivables
Reports / Forecasting

Lead Generation
Qualification
Claims / Back Office
Verification / Medial Receivables



Service / Cross-selling
Email / Chat
Complaints / Collections
Virtual Assistants

Data Entry
Order Processing
Admin Work
Accounting

Tier 1 Help Desk
Database Administration
Network Monitoring
Web Dev / IT Programming

Travel - Air / Hotel / Auto
Reservations / Sales / Booking
Changes / Service
Save desk / Retention















How does it work?

Senture is the strategic choice for dynamic and small business owners with unique requirements such as scaling capabilities, tailor-fit services, and flexible parameters. With over 230+ engaged employees and counting, we support wide-ranging verticals that include finance, healthcare, retail, technology, and many more.

 <p>1</p> <h3>Discovery Phase</h3> <p>Identifying the work</p> <p>We can help review your work types and recommend which types are ideal for outsourcing.</p>	 <p>2</p> <h3>Define Success</h3> <p>Establish targets and processes</p> <p>Once the work is identified, we help document the process, build recruiting profiles, and training agendas.</p>	 <p>3</p> <h3>Hiring Your Team</h3> <p>Jointly selecting agents</p> <p>During the next step we can make selections for you but, we typically suggest we jointly select agents with your managing partner on-shore to ensure a great start, (At least for the first class).</p>	 <p>4</p> <h3>Program Launch</h3> <p>Delivering your team</p> <p>Once agents are selected they go through training, are required to pass daily knowledge tests, and a final exam including role plays.</p>	 <p>5</p> <h3>Exceeding Expectations</h3> <p>Continuous Improvement</p> <p>Once we are launched, the team will continuously make observations of the work and bring recommendations for improvement to your attention during weekly and monthly performance reviews.</p>
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What's Included?

500 Seats Available

 Workstation	 Computer Unit	 Dual Internet	 Generator	 Online Reporting	 UPS Power Supply
 Call Recording	 Dedicated Team Lead	 Quality Assurance	 Trainers	 Account Management	 IT Support



Testimonials from clients who trust us



PROBLEM: COST TO SERVE CLIENTS

“My customers were constantly complaining about service, not being able to schedule a visit, resulting in lost customers...”

Senture helped me consolidate front desks across our offices standardizing processes and optimizing the customer life cycles. Local staff now have more time to spend with patients focusing on their care. They also generated growth by reaching out to customers proactively for check-ups and asking for referrals.”

Chief Operating Officer
Clinical Support



PROBLEM: CAN'T HIRE AND SCALE TALENT

“We had aggressive sales targets and we struggled to attract & retain front-line business development agents to ramp revenues...”

Senture was able to staff and exceed continuously increasing targets on a monthly basis. We were so impressed with their skill levels they now have career paths to pre-qualifiers, funding advisor and even loan reconsideration specialist. They now even help with support positions in billing, collections, HR, recruiting, technical support, etc.”

Vice President of Operations
Small Business Loans



PROBLEM: ADDING CUSTOMERS

“Our patient engagement and usage of monitoring devices was low resulting in customer churn and unhappy patients.”

Senture worked with us to create a customer on-boarding journey that led to higher device installation rates. Then a customer strategy to keep patients engaged resulted in higher attrition and improved satisfaction scores by assigning, “Engagement coaches”.

The approach has helped us prevent numerous health issues.”

Chief Physician
Patient Monitoring



PROBLEM: EMPLOYEE DOWNTIME

“Our help desk was overwhelmed with tickets, (3-5 day turn around times) and we couldn't staff up due to budget constraints.”

Senture identified tier 1 traffic, documented the processes, developed standardized trouble shooting steps, and increasing 1st call resolution by over 50%. The labor cost savings and reduced repeat calls allowed us to answer calls in under 60 seconds within budget.”

Chief Technology Officer
Tech Support

Senture is a Contact Center group with 3 sites on the Island Leyte, Philippines. We have experience in a wide range of business verticals and processes including inbound and outbound customer service and IT support, appointment-setting, sales, quality assurance, among others. Our country manager is on-site in the Philippines, has over 30 years of BPO experience, and Senture has been staffing and solving problems for our clients.

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