



# A DDC OS CASE STUDY

## Public Relations

A PR and Media  
Software Company

**DDC**   
Outsourcing Solutions



Multilingual  
Research and  
Customer  
Lifecycle

It's a  
Success!  
23,800  
Profile Verifications  
Completed

## Overview

DDC OS exceeded the original target by over 2,000! The service lines increased across the term, including additional languages and customer services.

This client is a leading PR software and service provider, covering all aspects of their customers communication needs, helping them reach, target, engage and measure their audiences.

# LANGUAGE SKILLS



## Clients Needs

The client needed to hire candidates for a specific language, initially German. At first, they felt “this was practically impossible” to source the required quality, but DDC OS was able to fulfil their needs. The service involved adding and verifying their database of contacts through desk-based research and customer service. This included interacting with the contacts over email and voice channels. Due to the nature of the task, our team needed to be highly skilled, and degree educated with the ability to work independently. Initiative was vital in ensuring success.

Shortly after joining DDC OS, they added Arabic to the project as our language capabilities and skill set proved capable of delivering this.

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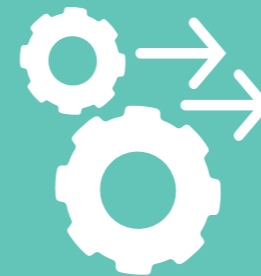
# Our Solution Summary



Solution involved handling outbound customer contact via calls, webchat, and email, in, German, English and Arabic.



Delivered by skilled, multilingual agents who were an extension of the client teams.



Fast and flexible implementation process with ongoing adaptation to suit the requirement in real time.



Represented the clients company values and brand ethos throughout the customer experience.



Transparent and ongoing communication with direct access to the whole team for effective collaboration.



Provided insight based on the information gathered within the omnichannel customer service software.

RESULT

**It's a  
Success!  
23,800**

**Profile Verifications Completed**

KEY SUCCESS POINTS



The dedicated DDC OS team integrated seamlessly with the client to become an extension of their team.



Excellent communication, with solutions provided for any issues to ensure ongoing collaboration and high-quality delivery.



Accuracy and quality of data consistently met the agreed service level.



The client was keen to compliment the great people working on the project who were crucial to the overall success.



Over 23,800 profiles verified across German & Arabic.



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