



# A DDC OS CASE STUDY

## Ecommerce

Leading Fashion Retailer

**DDC**   
Outsourcing Solutions

A photograph of a call center environment. In the foreground, a woman with long blonde hair, wearing a blue denim shirt and a headset, is smiling and looking towards the right. Behind her, another agent is visible, also wearing a headset and working at a computer. The scene is brightly lit, suggesting a window in the background. The image is framed by a large, stylized teal and dark blue geometric shape that points towards the right.

**Multilingual  
Customer  
Support**

# CX Solutions for a Global Fashion Brand.

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## *Overview*

As one of the world leaders in women's and men's fashion since its launch in 2006 – and with over 10 million followers on social media – this global fashion retailer needed an outsourcer that could deliver against their continued growth.



# CLIENTS NEEDS



The client initiated an RFP process to identify a new supplier to support them with their growing customer service demands, specifically in terms of managing peaks.

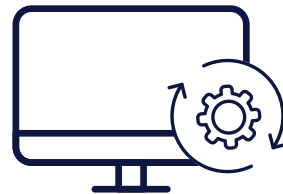
They had big ambitions, shared our partnership vision and were looking for a high-quality one-team approach to service their global markets, so, DDC was invited onboard. They needed an outsourcer that could make sure they had access to the right people and technology and could deliver a high-quality service aligned with their budget. All across multiple languages as their global footprint continued to develop.



# Our Solution Summary



A multilingual solution, covering,



Reduced cost-to-serve whilst not compromising on quality.



Customer services supported by BPO expertise.



Utilised a hybrid approach with our nearshore and offshore branches.



A one-team approach to global service.

# 24/7 364

service is offered in English.

Multilingual offering covers

# 12/7 364

which differentiates during peak season.

# IT'S A SUCCESS!

## *No.1*

Our nearshore team are consistently performing as the number one team across the entire customer service landscape.



Average attrition at 1.4%.



The client had access to our CEO and executive team throughout the buying process, enabling open and transparent communication throughout.



Strategic discussions focus on growth of the DDC offering, exemplifying the success of the partnership.



Hitting and exceeding all targets.



The Data Solutions Centre,  
Manton Wood Enterprise Park,  
Worksop,  
Nottinghamshire  
S80 2RT

☎ 01909 488600

✉ [enquiries@ddcos.com](mailto:enquiries@ddcos.com)

🌐 [www.ddcos.com](http://www.ddcos.com)

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