



A DDC OS CASE STUDY

Public Relations

A PR and Media
Software Company

DDC 
Outsourcing Solutions



**Multilingual
Research and
Customer
Service**

**It's a
Success!**

23,800
Profile Verifications
Completed

Overview

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.

HIGH QUALITY **MULTILINGUAL CAPABILITIES**



Clients Needs

The client was undertaking the extensive task of adding to and verifying their contact database, which was to be done through desk-based research and outbound customer contact. This included interacting with the contacts over email and voice channels. To further add to the challenge, it would need to be completed in German; given the required quality they would need to get the necessary results, they felt this would be “practically impossible”. Moreover, additional languages were due to be added as the project progressed, including Arabic.

DDC OS was chosen as their outsourcing partner due to our extensive multilingual capabilities. We were able to quickly identify a team of highly skilled, degree-educated people who were keen to use their initiative and deliver against the quality demands.



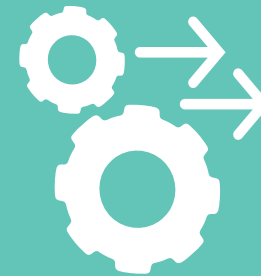
Our Solution Summary



Handled outbound customer contact via calls, webchat and email.



Entire service delivered in German, English and Arabic.



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

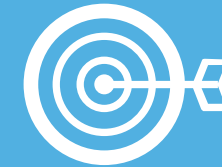
Profile Verifications Completed

KEY SUCCESS POINTS

Exceeded the original
target by over

2,000!

The service lines increased across the
term, including additional languages
and customer service



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



Over 23,800 profiles
verified across German
& Arabic.



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



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



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