



**People.Powered.Progress.
Joining forces to accelerate
business transformation
programme for an
industry leader.**

13%
**NPS
Increase**



24%
**Cost
Optimisation**

Challenge

Following a series of acquisitions, our client embarked on a technology and operational transformation programme aimed at improving the e-2-e customer and colleague experience to drive the next phase of their growth strategy.

Solution

As an existing partner providing global customer support to this retailer, DDC played an intrinsic role in the programme.

Our multilingual CX experts worked alongside our Elevate engineers, the client and tech partners to curate and implement the next generation of customer and colleague experiences.

Result

24% annual saving on operating costs, combined with a positive improvement across CSAT, NPS and eNPS – culminating in the best peak period in the company's history.