



CORE SERVICES

- On-Peak/Off-Peak Support
- Flexible Staff Scheduling
- Rapid Scale-Up/Scale-Down Capability
- 24/7/365 Customer Care
- Receivable Management, Billing, Collections
- Self-Service Capabilities
- Omnichannel Routing
- 12 Nearshore Locations
- Bilingual/Multilingual Support



Why KM² Solutions?

KM² Solutions (KM2 Solutions) operates contact centers throughout the Caribbean and Latin America. The company provides clients with a host of different solutions including customer care, receivables management, technical support, sales and marketing, data analytics, and back-office processing. KM² Solutions maintains PCI DSS compliance, completes a SOC 2 audit annually, and has a Compliance Management System that meets the FDIC standards.

INDUSTRY EXPERIENCE: ENERGY & UTILITIES

KM² Solutions deliver reliable, scalable outsourcing services for the Energy & Utilities sector to help drive operational efficiency while reducing costs and enhancing customer service for our clients and their customers.

KM² has over 17 years of experience providing award-winning contact center and back-office services such as customer care, billing, collections, reporting, retention, sales, and support Fortune 500 companies.

Through cutting-edge PCI-compliant technology and exceptional human resource capabilities, KM² can help energy and utility providers optimize efficiencies while meeting all regulatory requirements.

KM² Solutions Provides:



Top Technology:

We leverage key technologies such as Self-Service, Automation Technologies, and Artificial Intelligence (AI) to streamline business processes, drive better performance, and improve the overall customer experience.



Bilingual Support:

With over 14% of the U.S. population speaking Spanish at home and that number growing, KM² specializes in high-level Bilingual Support and can meet this increasing demand across its full range of products and services.



Security & Compliance:

As a trusted partner, KM² Solutions adheres to strict regulatory compliance protocols to ensure our outsourcing services for energy companies are always protected.

For more information, please contact the Sales Team:



(262) 790-2656

salesteam@km2solutions.com