KM² Solutions

BACK-OFFICE PROCESSING

CORE SERVICES

- Data Entry
- Data Mining & Analytics
- Order Processing
- Document Verification
- Document Digitization
- Document Management
- Audio and Video Transcription
- Photo Retouching
- Translation Services
- Web Research
- Content Moderation
- Billing and Invoicing

Omni-Channel

At KM² Solutions, our agents are highly trained to perform all back-office functions. We provide everything from transcription services and data entry to application processing and document management. Also, with our extensive experience working for credit providers and related industries, KM²'s verification services are of the highest standard.

- We support top Fortune 1000 companies in industries such as Financial Services, Technology, Retail/E-Commerce, Utilities & Energy, Communications & Media, Cable & Wireless, Travel & Hospitality, Healthcare, Consumer Packaged Goods, and Automotive.

- KM²'s pricing is over 50% lower than the typical domestic call center agent cost.

- We outperform in all key back-office metrics, including Case Completion Rate, Error Rate, Case Quality Score, Average Handle Time.

- All our contact center locations are in regions with high, multilingual literacy rates; therefore, we can provide back-office functions with the utmost attention to detail.

KM² Locations:

- **Barbados**
- **Colombia**
- **Dominican Republic**
- **Grenada**
- **Honduras**
- **Saint Lucia**

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.

For more information, please contact the Sales Team:

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