KM² Solutions

CORE SERVICES

- Customer Service
- Customer Retention
- Customer Acquisition
- Sales and Upsells
- Account Management
- Welcome Calls
- Claims/Loan Processing
- Reservation Management
- Scheduling
- Technical Support
- Live Chat
- Email Support

Omni-Channel

CUSTOMER CARE

KM² Solutions provides customer care and relationship management services to clients of all types. In doing so, KM² helps companies improve customer satisfaction while reducing costs and increasing revenue.

- 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 contact center cost.

- We outperform in all key customer service metrics, including First Contact Resolution, Average Handle Time, Service Level, C-SAT (Customer Satisfaction Score).

- All our contact center locations are in regions with extensive service sectors, providing multilingual agents who are not only professional but highly skilled in quality customer care and support.

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.