

CORE SERVICES

- Lead Generation
- Cross-Selling & Up-Selling
- Loyalty Management
- Appointment Scheduling
- Win-Back Programs
- Customer Surveys
- Customer Acquisition
- Customer Retention
- Outbound Sales
- Subscription Management
- Social Media Marketing



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.

SALES & MARKETING

KM² Solutions has over 15 years of experience supporting sales and marketing campaigns for global businesses. Our agents are highly trained in sales and negotiation techniques. We work closely with your brand to drive it forward and give you the freedom to focus on your core operations.

- We support top Fortune 1000 companies in industries such as Financial Services, Technology, Retail/eCommerce, 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 sales and marketing metrics, including Pitches Set, Pitches Kept, Conversion Rate, Average Sales Price, Acquisition Cost, Customer Lifetime Value, Average Handle Time.
- All our contact center locations are in regions with extensive service sectors, which allows for the highest level of quality, multilingual customer interactions.

KM² Locations:

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

