



Tech Support as a Service™



Value-added Services and Innovations above and beyond the contract

Sitel Technical Support offers a strategic technical support solution with our Tech Support as a Service, or TSaaS™, model. We offer the right fit to deliver exactly what you're looking for, as well as the scalability and innovative services to continue adding value to your brand over time.

Sitel Technical Support offers the following services and solutions:



Service Desk

- > Single point of contact for IT requests/issues
- > Reduce end user effort and handle times
- > Increase productivity and satisfaction
- > Reduce overall IT cost



Specialized Tech Support

- > Applicable to B2C and B2B customers
- > Increase customer loyalty and customer lifetime value (CLV)
- > Resolution focused
- > Improve customer satisfaction as a feedback loop into product/marketing



Paid Tech Support

- > Monetize "out of scope/warranty" calls
- > Introduce new revenue stream
- > Multi-product/brand skilled agents