



Imagine talking any language your customer likes without costing you more...

*power to you*





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### The business need

Vodafone Global Enterprise (VGE) is the fastest growing division in Vodafone’s operations, meeting the mobility needs of some of the world’s largest businesses with first class products and services and unbeatable standards of customer support delivered by the dedicated Global Enterprise Support Centre (GESC) based in Ireland.

To reduce the increasing cost of this essential service, improve efficiencies and cater for future growth VGE needed to locate and harness a skilled multi-lingual workforce for the lowest optimal cost achievable without eroding the quality of service delivered to the end user.

### The solution

Vodafone International Services (VIS) was appointed to completely review and refresh the global service centre operations to ensure an organized, efficient and world-class support experience for VGE’s customers.

VIS developed and delivered a tightly controlled migration plan that successfully moved operations from Ireland to Egypt with zero service interruptions and designed and implemented a sophisticated SLA matrix to map and manage the diversified SLAs already contracted by customers and countries within VGE’s global footprint.

Globally automated systems and tools were built and tested to sustain the delivery of the services. This began with semi-automated processes like service requests and central ordering and evolving to include global MIS reporting, incident and problem management, inventory management, SLA management, solutions support and due diligence management.

The new GESC in Egypt is run by sixty highly motivated VIS agents; a skilled, multilingual resource that operates on a twenty four hour, seven days a week basis.

The team can quickly be scaled up in line with the customers’ future growth and reflects the operational flexibility possible with easy access to a large and freely available talent pool.

### Direct benefits delivered by Vodafone International Services

Offshoring operations to Egypt with VIS delivered measurable improvements to VGE’s customer care programme:

- **x100 increase in requests managed**
- **x3 increase in countries integrated with GESC**
- **50% reduction in operational costs**
- **Services offered in more than 7 languages**
- **Transparency and visibility on customers’ experience and SLA performance**
- **x5 increase in the number of service desk agents available**
- **Pre-sales support during bidding process**

To find out more about how VGE saved money with Vodafone International Services please visit <http://vis.vodafone.com.eg> or email us at:

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