

“Significant improvement in customer experience through a comprehensive customer-centric plan - Vodafone Germany”

“Our success comes from our people, who make it happen for our customers everyday” that’s what we believe in and work for. Accordingly, VIS has successfully partnered with Vodafone Germany to achieve high customer satisfaction rates for their customers.

Leveraging on its telecommunication experience, integrated offerings and multilingual capabilities, VIS was able to significantly boost Vodafone Germany contact centers customer experience satisfaction through improving the 1st call resolution (FCR) across consumer segment. VIS has been awarded the Best FCR Improved Teams Award, as well as leading the FCR across all Vodafone Germany contact centers.

Challenge

Enabling Vodafone Germany contact centers’ operations to boost its ranking across all partners in the assessed metrics.

Solution

VIS has capitalized on a set of techniques that has developed through years of experience to wrap up as the leading estate in all of off-shored partners. That was done through setting a comprehensive Customer Centric plan by implementing various activities that efficiently served mutual business objectives.

Value

- Significant transformation in Vodafone Germany Customer Experience
- VIS has been awarded the Best FCR Improvement Award across all Vodafone Germany contact centers
- Positive brand NPS uplift (Net Promoter Score)
- Achieving 9% reduction, in postpaid, of repetitive calls, by March 2014



**Vodafone
International
Services**



Vodafone Germany in brief

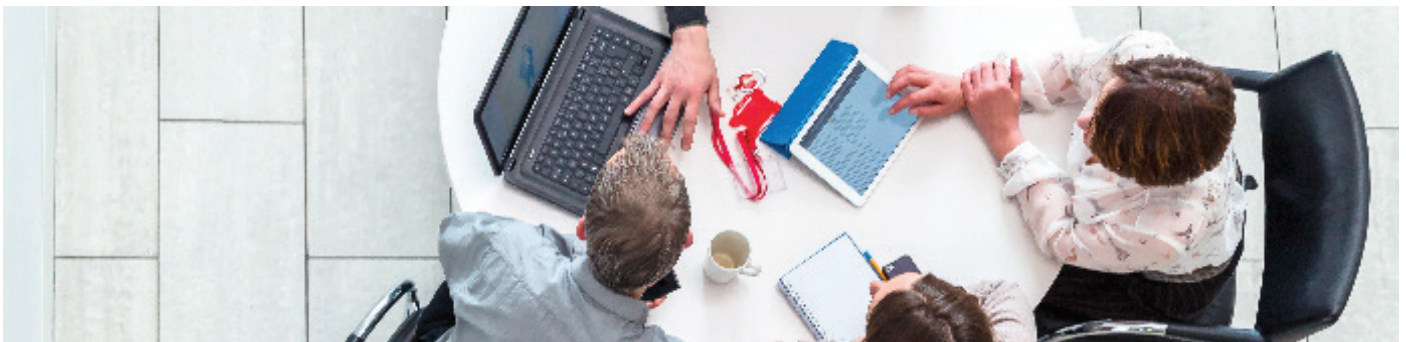
A mobile telecommunications company, operating in Germany. It is a non-listed, wholly owned subsidiary of British-based Vodafone Plc. Currently; the Vodafone Germany’s network serves both prepaid and postpaid customers on GSM and UMTS (with HSDPA). In December 2010, Vodafone started providing LTE (Long Term Evolution) services.

Vodafone International Services

We partner for success

Emerging from a strong library of global know-how, today VIS is confidently unleashing the value and the best practices that have been acquired, tested & applied to Enterprise customers across different industries. During its 15-year journey as a wholly owned subsidiary of Vodafone Egypt – the #1 telecom provider – VIS has been dedicated to deliver world-class efficient outsourcing & off-shoring products and

services. VIS has always been keen on being the partner of choice for all customers and continuously assured fulfilling their needs that are related to Contact Centers and Business Processes, Technology, Business Intelligence, Research and Campaigns Management, Training & Consultancy and Visa services.



Your partner of choice...

Since its initiation, the core mission of VIS has focused on one main aspect; "Value Creation". Our calibers have empowered a wide base of customer to increase efficiencies, reduce costs and enhance profitability.

1

A Vodafone Organization

Being a Vodafone organization, our mission is to empower our customers through providing the highest quality & service levels as achieved and maintained across Vodafone Local & Partner markets.

2

Customer-centric Approach Adoption

Our dedicated team of experts has different backgrounds and vendor-agnostic experience that target the utmost benefit for our customers. Our flexible and scalable offerings are designed to meet the specific needs of each customer.

3

An organization with a global footprint

VIS is armed with different delivery capabilities that empower customers while realizing efficiency and high-quality levels. In addition to global presence, VIS enjoys the privileges of being based in Egypt; the homeland of a rich pool of talents and multilingual capabilities.

We're ready when you are:



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