

Zero to Self-Funded AI in 90 Days.

\$250K Unlocked.

A leading health and wellness technology brand partnered with Outsource Consultants (OC) to modernize its CX model.

The relationship was just beginning, but within 90 days, the brand had already unlocked \$250K in savings and fully funded a next-phase AI rollout.

While others in the market wrestle with AI indecision and stalled innovation, OC's phased, self-funded model gave this client fast traction and a clear path forward.

■ PHASE 1: Labor Optimization

OC restructured support operations by right-sizing staffing and tightening QA-linked workflows. These shifts drove cost efficiency and freed up \$250K in just three months.



\$250K Budget Unlocked

■ PHASE 2: AI/Tech Deployment

Those savings funded a smart rollout of AI tools, including chat, agent assist, and self-service features. No added headcount. No new budget. Just faster support and more scale, powered by tech that works alongside agents



Bottom Line

This is what a high-leverage start looks like: major CX wins, unlocked budget, and live AI pilots—all within the first 90 days. While competitors are stuck in budget bottlenecks and indecision, OC partner brands are accelerating. With a phased, self-funded model built for outcomes, OC makes transformation simple, strategic, and fast.

FIRST-YEAR SAVINGS

\$250K

TECH BUDGET REQUIRED

\$0 new tech spend required

BIG WINS

First Call Resolution + Average Handle Time goals hit < 3 Months

TIMELINE

Fewer than 90 days

TECH DEPLOYED

AI Chat + Agent Assist suite

CX RESULTS



<1% Abandonment on First Contact



98% CSAT



Average Handle Time Held Within Target



AI Scaling Use Cases by Function

