

# CX Overhaul Cuts Costs 26%, Boosts Bookings

A rapidly growing contractor network saved over \$1.6M in CX costs while exceeding call volume and appointment goals, thanks to a strategic nearshore outsourcing solution and advisory alignment with Outsource Consultants (OC).



**26%**

Savings



**22**

Seats



**6.5**

Engagement  
(Years)



**\$600K**

First Year  
Cost Reduction



**\$1.6M**

Total  
Savings

## Nearshore BPO Solutions Deliver \$600K Savings and 30% Lift

A fast-growing Canadian network of residential installers faced rising labor costs and high missed appointments. Despite 85 in-house agents, coverage gaps and inefficient outbound scheduling stalled growth.

OC's advisory team identified and launched a nearshore BPO partner to deliver consistent 7-day scheduling. The solution blended strong English-speaking agents, optimized Average Handle Time, and centralized CRM integration.

A 5-agent pilot quickly scaled to 22, increasing outbound volume and improving data capture.

**The result:** 26% total cost savings, with \$600K saved in year one. The client exceeded their 20% bookings growth goal—achieving 30%. Agents also outperformed productivity targets, averaging 104 daily calls versus the 80-call benchmark.

**30%**  
appointment  
booking lift

**104  
Calls**  
daily per agent

We **Demolish**  
CX Roadblocks

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🌐 [www.outsource-consultants.com](http://www.outsource-consultants.com)