

\$4.2M Saved

Delivering Faster, Easier Customer Experiences



75%

Savings



100

Seats



3

Engagement
(Years)

\$4.2M

First Year
Cost Reduction

\$12.5M

Total
Savings

From Peak Season Panic to Calm, Scalable Service

A global cruise client faced seasonal contact spikes and rising support costs. Their goal: find a cost-effective offshore partner without compromising service ease or speed.

OC sourced and vetted a Philippines-based provider experienced in high-touch travel support. In under 90 days, a 100-seat team was fully operational, delivering inbound customer service and tech support for pre-cruise prep.

Despite the rapid ramp-up, the team outperformed KPIs almost immediately:

- **Customer Effort Score** targets exceeded within 60 days
- **Average Handle Time** improved by 80 seconds per call

The transition not only enabled 24/7 multilingual coverage, but also unlocked \$4.2M in first-year savings. With performance surpassing internal benchmarks, the client maintained the partnership, cementing \$12.5M of total cost reductions across three years.

100
agents live in
90 days

80
second
AHT reduction
per call